



# Skype™ on XFINITY

## User Guide



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## Welcome

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This user guide is where you will find answers to questions along with easy to follow, step-by-step guidance on how to set up and use Skype on XFINITY® in your home. Learn how to maximize the full potential of every feature, make a call or message a friend—everything you need to know is right here.

If you have questions that are not answered in this user guide, visit <http://comcast.com/skype>. For additional support, call 877-704-7713.

## About Skype on XFINITY

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Skype on XFINITY delivers high-quality, face-to-face video calling right to your TV. Enjoy video and audio calls—even messages—without a computer, without opening a browser. It's the next best thing to being there.

- Connect with XFINITY and Skype contacts, with HD video/audio calls and messages. Now you will never have to miss an important moment.
- Once signed in, you can make or receive calls and messages while watching TV. For incoming calls, you will see who is calling you and be able to choose how you want to connect—by video or audio.

### Important Notes

- The Emergency Alert System (EAS) for national public warnings only broadcasts in TV mode (not during calls or messaging). Learn more about EAS at [www.fcc.gov/pshs/services/eas](http://www.fcc.gov/pshs/services/eas).
- No emergency calls with Skype. Skype is not a replacement for your telephone and can't be used for emergency calling.
- Data used while enjoying Skype on XFINITY counts toward your Comcast monthly Internet bandwidth usage. For more information go to [www.comcast.com/corporate/customers/policies/highspeedinternetaup.html](http://www.comcast.com/corporate/customers/policies/highspeedinternetaup.html).

# Get to Know the Parts

Take a look at the components that make up Skype on XFINITY. Here you will find visual diagrams, technical specifications and helpful tips to get you familiar with all the essentials.

## **This section will cover:**

- Camera
- Adaptor Box
- Remote

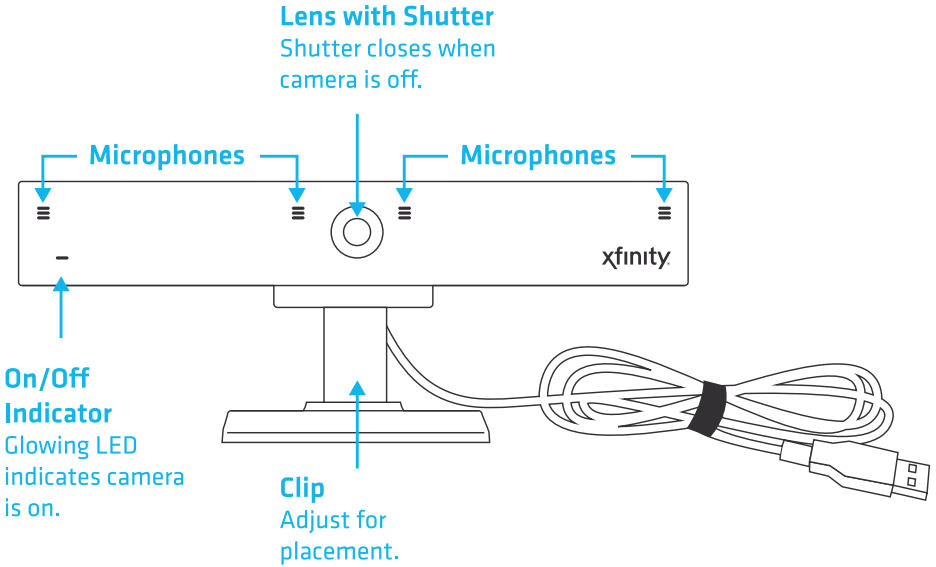


## Camera

- High-Definition camera supports up to 720p @30 frames per second (requires both users to have consistent 1.5Mbps+ upload/download speeds)
- On/Off Indicator
- Digital/Optical Zoom Lens With Shutter
- Built-In Directional Microphones
- Adjustable Clip for Secure Placement

For camera placement, see *Camera Setup* on page 13.

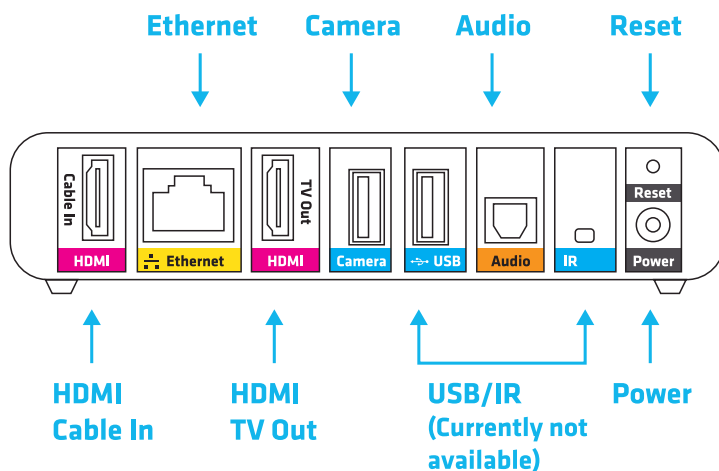
### Front of camera



## Adaptor Box

- HDMI Connections Between Set-Top Box and TV
- Dual-band (2.4GHz/5GHz) Wireless Network (802.11n)
- Ethernet-Ready for Wired Connection
- Digital Audio Output
- Audible Notifications
- Integration with Skype
- WPS-Capable for Wireless Setup (currently not available)
- New Message Indicator (currently not available)
- SD Slot for Viewing Media (currently not available)

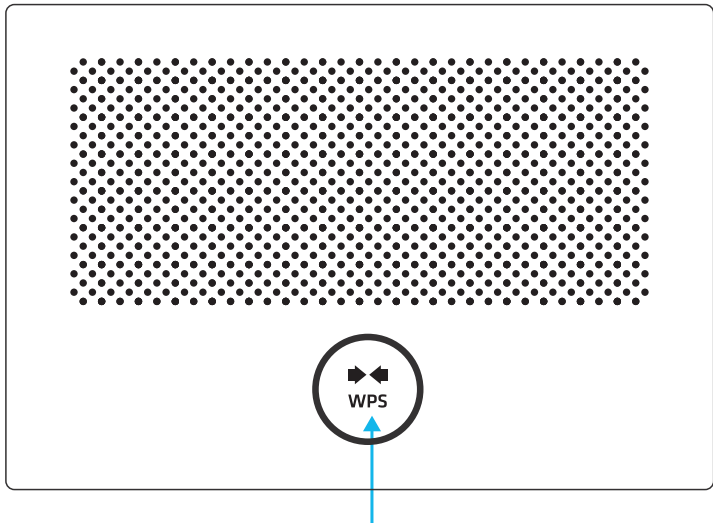
*Back of adaptor box*



### Helpful Hints for the Adaptor Box

- There is no On/Off indicator light. The Power LED remains lit when plugged in.
- Please be aware that digital audio can run through your digital audio receiver, but digital video must be connected directly from your adaptor box to your TV.
- The **Reset** button is recessed to prevent accidental pressing and has two functions, depending on the length of time held:
  - Normal Reset: Insert a thin object and hold the **Reset** button for **2-5 seconds** to reboot the adaptor box and keep your personal settings.
  - ▲ Factory Reset: Insert a thin object and hold the **Reset** button for **15 or more seconds** to delete ALL personal settings and restore the adaptor box to the default factory settings. Factory Reset should be used with caution, as it removes all Skype on XFinity profiles.

Top of adaptor box



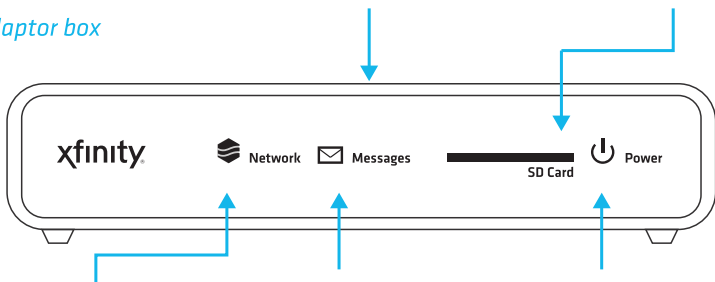
## WPS

Use for wireless setup with WPS capable routers.  
(Currently not available)

## SD Slot

Use for viewing media  
(Currently not available)

Front of adaptor box



## Network Indicator

Glowing LED indicates connection to home network.

## Message Indicator

Glowing LED indicates new messages.

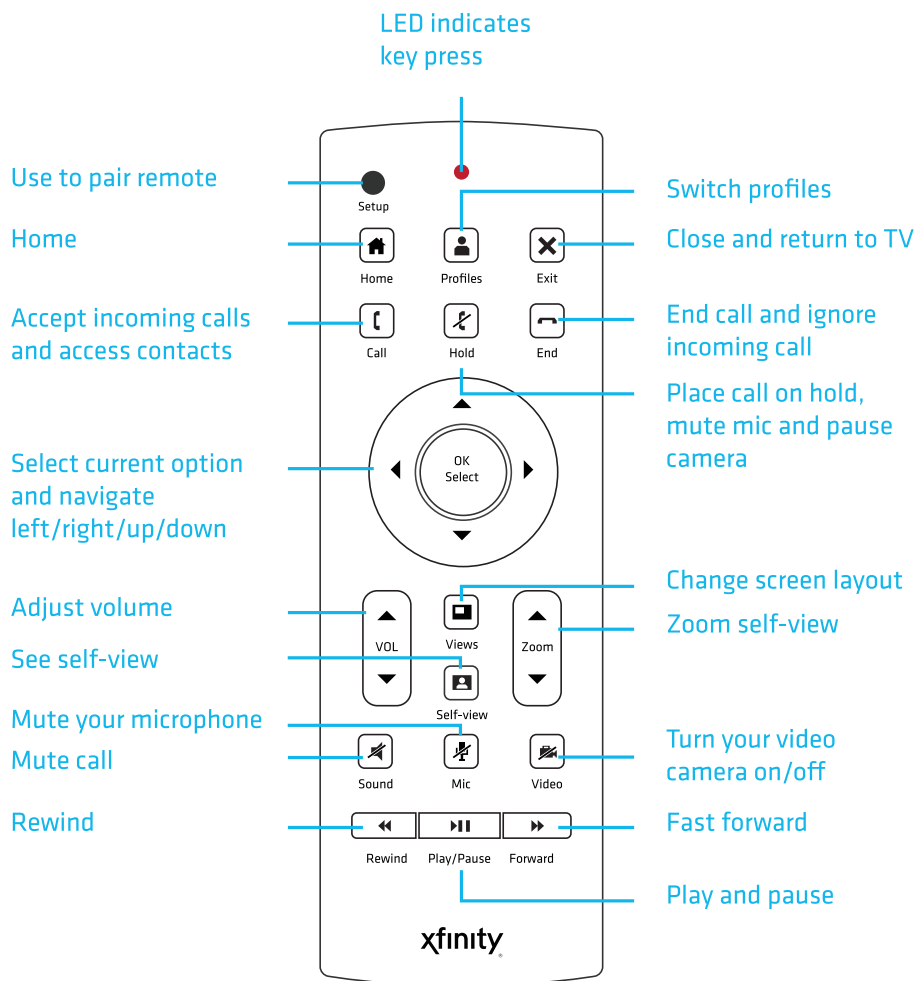
## Power

Glowing LED indicates adaptor is on.

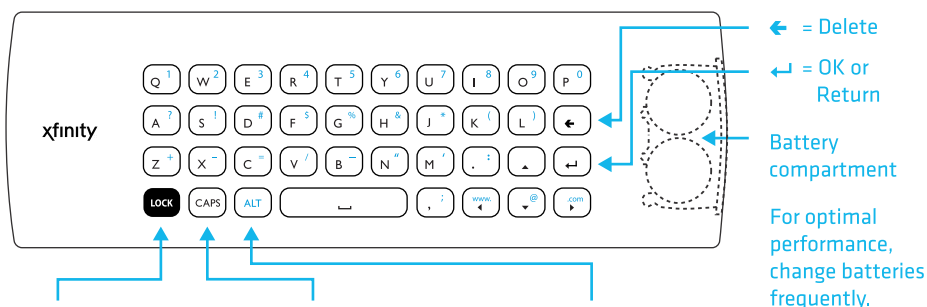
## Remote

- Radio Frequency (RF) Remote
- (2) CR2032 3V Lithium Batteries (pre-installed)

### Front of remote



## Back of remote



### Lock

Press to prevent accidental typing while using front of remote.

### CAPS

Press then release **CAPS** to capitalize a letter—i.e. press and release **CAPS** then s for an upper case S. You will need to press/release **CAPS** for each character you want to capitalize.

### ALT

Press then release **ALT** for characters in blue—i.e. press and release **ALT** then Q for 1. You will need to press/release **ALT** for each character.

## Helpful Hints for the Remote

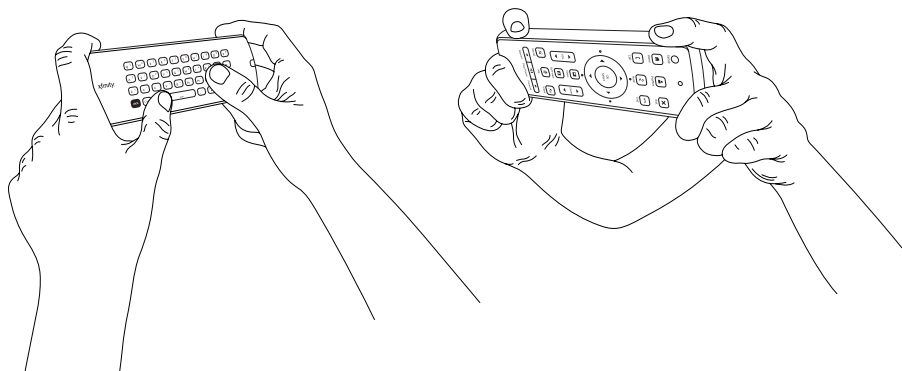
- Use the **Left** arrow to go back to the previous screen.
- **VOL** adjusts the sound level for Skype on XFINITY only. It does not adjust your TV volume.
- Press **Sound** to toggle on and off sound from the caller.
- Press **Mic** to toggle on and off the microphone for the caller to hear you.
- Press **Video** to turn off (and on) your video during a video call.
- **Play/Pause / Forward / Rewind** voicemail buttons are not available at this time.
- For your remote to work, you do not need to point it towards the adaptor box.
- There are several reasons why your remote might not be working.
  - Your remote might be locked. On the back of your remote, press the Lock button on and off to test this.
  - Your remote might not be paired to the adaptor box. The pairing process connects your remote to the adaptor box so that the adaptor box—and Skype on XFINITY—can only be controlled by one remote. To learn more, go to *Pair Your Remote* on page 20.
  - Your batteries might be dead. If the LED light does not work, replace the batteries.

## Using Your Remote's Keyboard

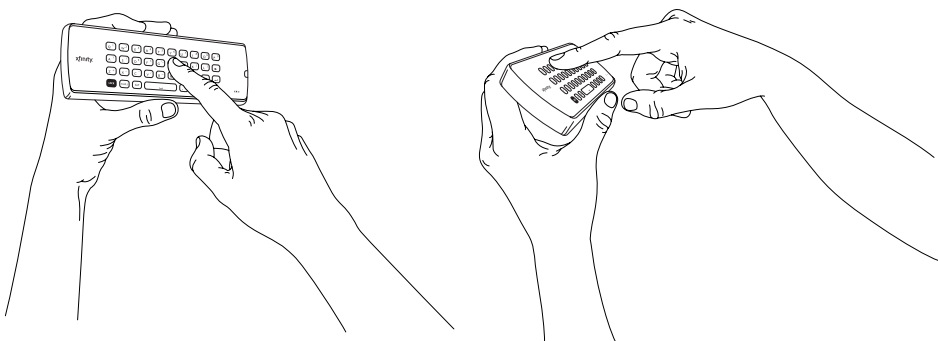
Try a few different positions for holding the remote while typing on the keyboard and find the fit that is most comfortable for you. **You want to ensure you are not pressing any buttons on the front of the remote while using the keyboard.**

The illustrations below show two of the most popular holds.

### *Two-Handed Hold*



### *One-Handed Hold*



## Helpful Hints for the Remote Keyboard

- **ALT** must be pressed before pressing a blue character every time you enter a character. Holding down **ALT** while pressing multiple blue characters in a row will not work.
- **CAPS** must be pressed every time you want to capitalize a character.

# Setup

This section provides guidance for setting up your system, from gathering the necessary account information right up to activation.

## **This section will help you:**

- Determine what you will need to get started and have everything ready for fast and easy setup.
- Learn how to place your camera on top of your TV or on a flat surface.
- Identify and connect the cables to their designated ports.

## What You Will Need to Get Started

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- HDMI-capable Comcast set-top box and HDTV.
- Internet connection with at least 1.5 Mbps simultaneous upload and download speeds (check your speeds at <http://speedtest.comcast.net>).

### Comcast and Skype Accounts

- All users of Skype on XFINITY will need their own Comcast ID.
- You will link your Comcast ID to a Skype account during the activation process.  
Each unique combination of a Comcast ID and Skype account is called a Skype on XFINITY profile.
- If you need to create a Skype account, you can do so during activation on your TV.

<b>SKYPE ON XFINITY PROFILE</b>	<b>=</b>	<b>COMCAST ACCOUNT</b>	<b>+</b>	<b>SKYPE ACCOUNT</b>
		- Comcast ID		- Skype Name
		- Comcast Password		- Skype Password

If you have printed this User Guide, consider noting your setup details below.

### Comcast Account

- Comcast ID \_\_\_\_\_
- Comcast Password \_\_\_\_\_

### Skype Account

- Skype Name \_\_\_\_\_
- Skype Password \_\_\_\_\_

### Wireless Network

- If you choose to connect to your wireless network (rather than Ethernet), you will need the network name and password (key).
- Network Name (SSID) \_\_\_\_\_
- Network Password (Key) \_\_\_\_\_
- Security Encryption Method (for hidden wireless networks only) \_\_\_\_\_



## Camera Setup

The XFINITY camera can be placed on top of your TV screen or on a flat surface (like a TV console). The recommended viewing distance is 5' - 12'. The camera should not be used near strong magnetic fields (see illustration on next page).

### TV Top

1. Place the front of the camera on top of your TV, with the bottom lip resting just below the top of the screen.
2. Push the clip down until it touches the back of the TV and the camera is secure.
3. Adjust the angle of the camera to capture your preferred viewing area and to ensure that the microphones are directly in front of the person speaking.

### Flat Surface

1. Hold the camera with the lens facing towards you and adjust the clip's rubber bottom, as shown.
2. Place the camera on a flat surface with the lens facing the viewing area. Hold the rubber bottom in place while adjusting the angle of the camera to capture your preferred viewing area and to ensure that the microphones are directly in front of the person speaking.

### Helpful Hints for Setup

- The camera's broad angle will give you the ability to relax across the room while enjoying a conversation. Run the Camera Test (during the TV activation or go to **Settings > System Settings > Video Settings** at any time) to see what area will be captured during a video call.
- Position table/standing lamps in front of you to avoid appearing silhouetted.
- Turn down overhead lights and position a secondary table or standing lamp in front of you to avoid having to turn overhead lights all the way up.
- If the camera cable is not long enough to reach the **Camera** port, connect the USB extension cable to the camera cable.

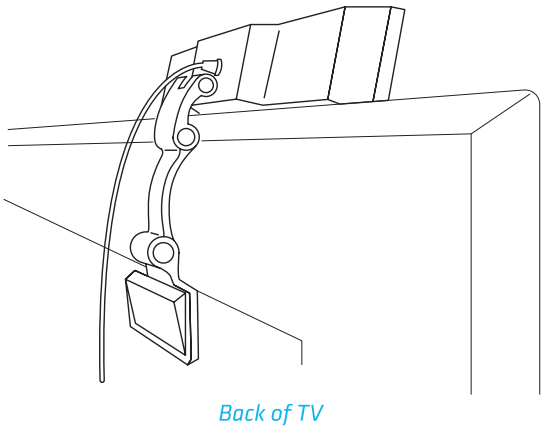
### ▲ Important Note for Wall-Mounted TVs

Make sure the combined weight of the camera (8.81 oz.) and TV does not exceed the maximum rating for your wall mount. Check the wall mount manufacturer's manual for the maximum rating. The camera clip is not compatible with all TV wall mounts. For wall-mounted TVs that have been installed flush with the wall, camera placement on your TV is not recommended due to space constraints, which may result in damage to your TV or the camera.

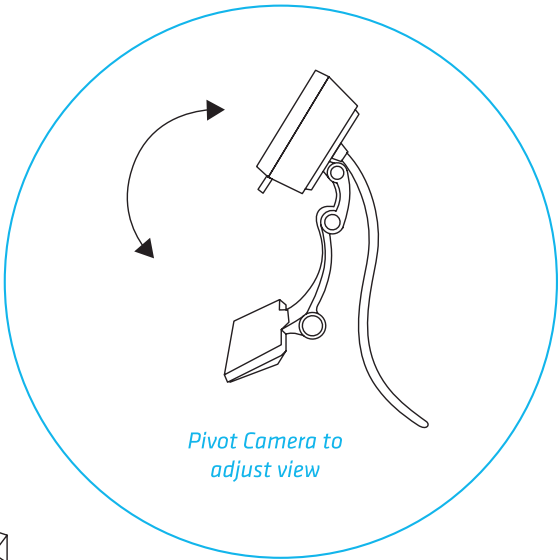
### ▲ Important Note for Fireplace-Mounted TVs

The camera is not intended for use in high-temperature locations, such as above fireplaces.

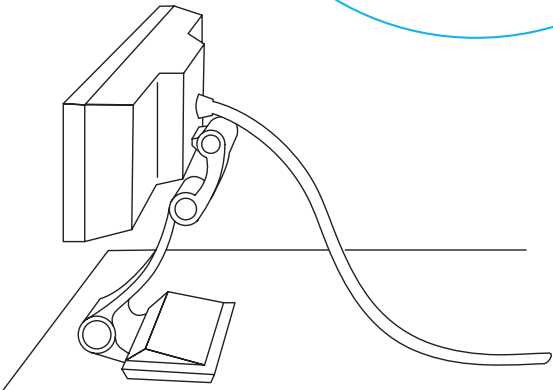
TV Top



OR



Flat Surface



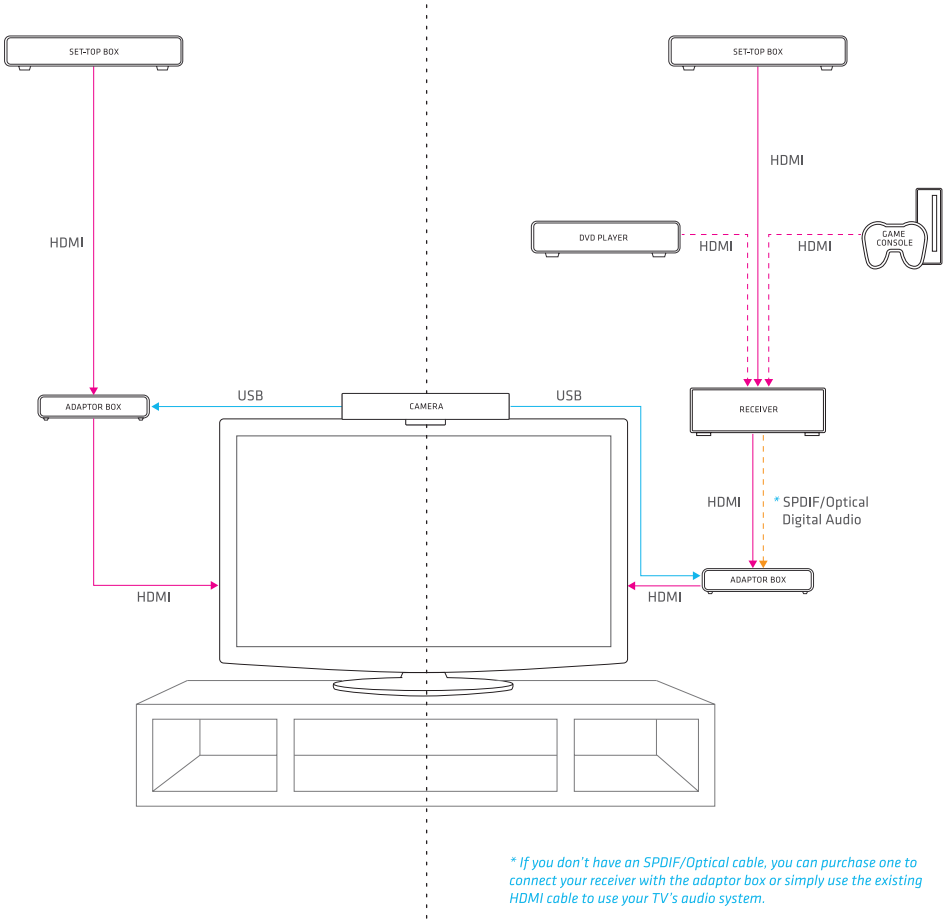
Connect

The following illustration shows two potential set-ups. The setup on the left is without a receiver, DVD player or game console. The setup on the right includes a receiver, DVD player and game console.

Basic Setup

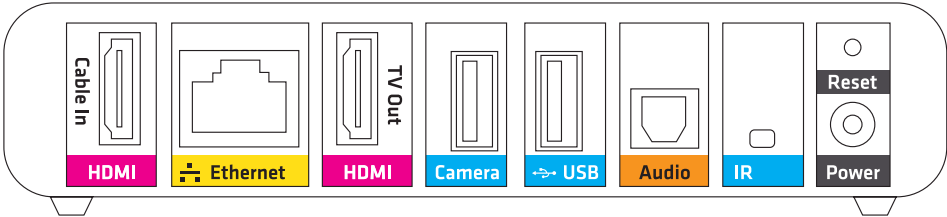
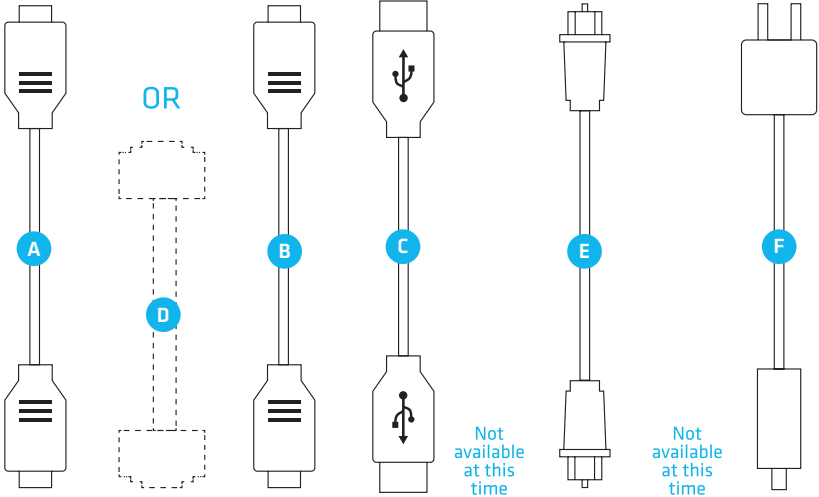
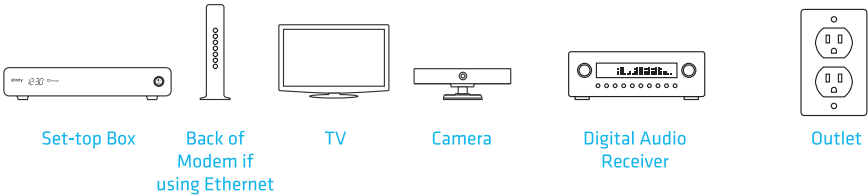
OR

Advanced Setup



The steps below may differ slightly depending on your media setup, but the equipment order should remain the same (*see the illustration on following page*).

- A. Plug in the provided HDMI cable to your set-top box and the other end to the **HDMI Cable In** port on your adaptor box.
- B. Plug a second HDMI cable to the **HDMI TV Out** port on your adaptor box and the other end to one of the available HDMI ports on your TV.
  - Note: If you have an audio receiver, use one HDMI cable to connect your set-top box to your receiver then use another HDMI cable to connect the receiver to your adapter box (*see the illustration on following page*).
- C. Plug the camera cable into the **Camera** port. If the camera cable is not long enough to reach the **Camera** port, connect the USB extension cable to the camera cable.
- D. Decide if you want to connect to your home network using a wired Ethernet cable or wireless connection.
  - Ethernet connection: Plug a CAT-6 Ethernet cable (not provided) to the **Ethernet** port on your adaptor box and the other end to an available port on your modem or router.
  - Wireless connection: Skip this step and follow the instructions when you activate on your TV.
- E. If you are using an audio receiver with an SPDIF (Optical Digital Audio) cable, disconnect this cable from your set-top box and plug it into the **Audio** port on the adaptor box. Since SPDIF only transmits audio, you will also have to connect via HDMI in order to see any video. We strongly recommend using both HDMI and SPDIF cables (*as depicted in the illustration*) to connect your adaptor box.
- F. Connect the power adaptor to the power adaptor cable (*see the illustration on following page*).
- G. Using your TV remote, select the same HDMI input to which you connected the adaptor box.

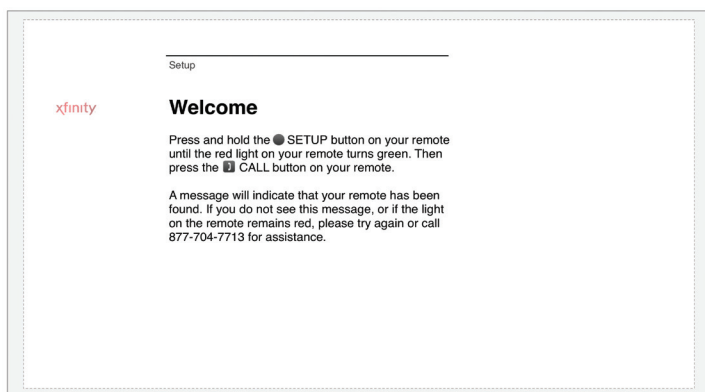


Back of adaptor box

## Power Up

If you need help with setup, visit <http://comcast.com/skype> or call at 877-704-7713.

1. Plug the power cable into the **Power** port on the adaptor cable. Then plug the power cable into an electrical outlet. There is no power button on your adaptor box, so this power cable is the only way to turn the system on and off.
2. Turn on your TV, set-top box and audio receiver (if you have one).
3. Make sure that your TV is set to the HDMI port that you connected the HDMI cable to. For example, if you plugged the cable into HDMI 1, then make sure that your TV is set to HDMI 1 (not HDMI 2, HDMI 3, etc.).
4. Next you will see a black screen.
5. **In a few minutes (up to 20), you will be greeted with a Welcome screen.**



### ▲ Important Note for Power Up

Please do not unplug or reset the adaptor box before you see this screen. If you unplug or reset the adaptor box before activation is complete, the system will restart from the beginning of the setup process.

### Helpful Hints for Powering Up

- The power adaptor is made up of two pieces that join together.
- If needed, use the USB extension cable to add length to your camera cable.

# Activate

Once you have completed setup, it is time to activate your Skype on XFINITY. During activation, you will follow a series of steps on your TV screen. Use your remote to complete the information and refer to the tips in this section to complete the process.

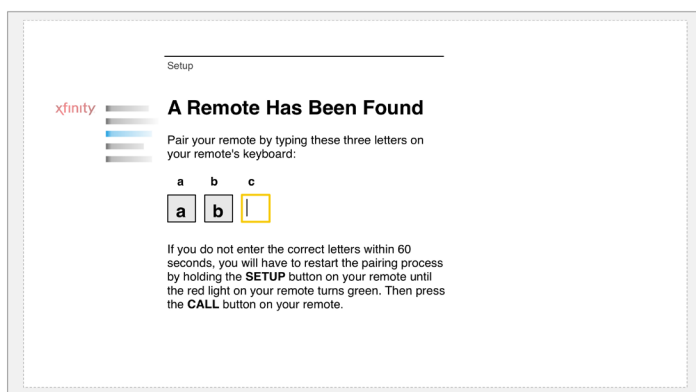
## **This section will help you:**

- Pair your remote with the system.
- Connect to your home network via an Ethernet cable or a wireless connection.
- Run short video and audio diagnostic tests to ensure everything is working properly.
- Sign in to Comcast and Skype.
- Sync your contacts.

## Pair Your Remote

The pairing process connects your remote to the adaptor box so that the adaptor box—and Skype on XFINITY—can only be controlled by one remote.

1. Pull out the tab from the remote's battery compartment.
2. Press and hold the **Setup** button on your remote until the red light on your remote turns green.
3. Press the **Call** button on your remote.
4. Flip the remote to the keyboard side.
5. Use the keyboard to enter the 3 letters displayed on your TV screen. **Note:** The letters on your screen may differ from the example shown here.



### Helpful Hints for Remote Pairing

- You only have 60 seconds to press the letters on your remote that correspond to letters on your screen. If you do not finish this within 60 seconds, simply restart the process.
- If your remote is not working, refer to the *Helpful Hints for the Remote* section on page 9.
- If you enter an incorrect letter during the pairing process, the screen will refresh and you will be asked to retry.



## Connect to Your Home Network

An Internet connection is required, but the screen(s) you will see depends on your choice of network connection.

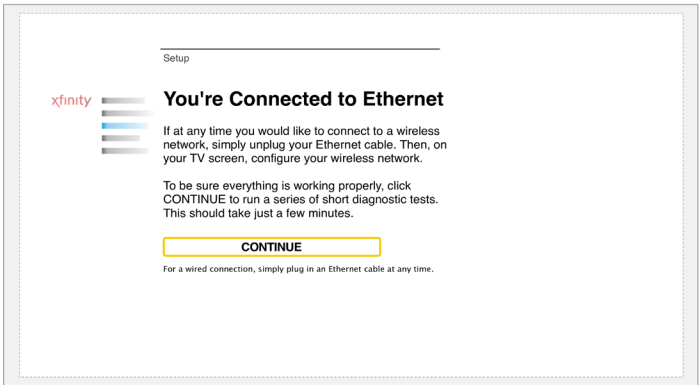
You have two options for network connectivity:

1. Wired connection using an Ethernet cable
2. Wireless connection to an available or hidden network

For additional help, visit <http://comcast.com/skype> or call 877-704-7713.

### Ethernet Connection

To connect to your home network using an Ethernet cable, connect the Ethernet cable to your adaptor box. The adaptor box will automatically detect your Ethernet connection and the following screen will appear. Click **CONTINUE**.



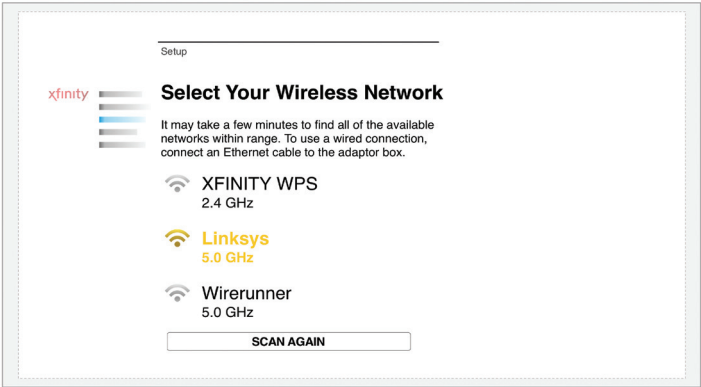
### Helpful Hints for Ethernet Connection

- If there is a problem finding your Ethernet connection, ensure that the Ethernet cable is properly connected or use a wireless connection instead.
- If your Ethernet cable is detected but the connection fails, there may be a problem with your Internet service. Check that your service is working properly and try again.

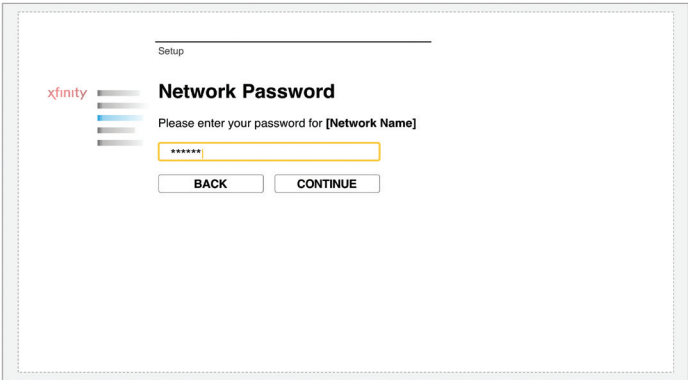
Available Wireless Networks

Follow these steps if you are using an available wireless network.

- 1. Ensure that the Ethernet cable is not connected.
- 2. From the options, click **Select Your Wireless Network**.
- 3. Select your wireless network from the list of networks within range.



- 4. Enter your network password.



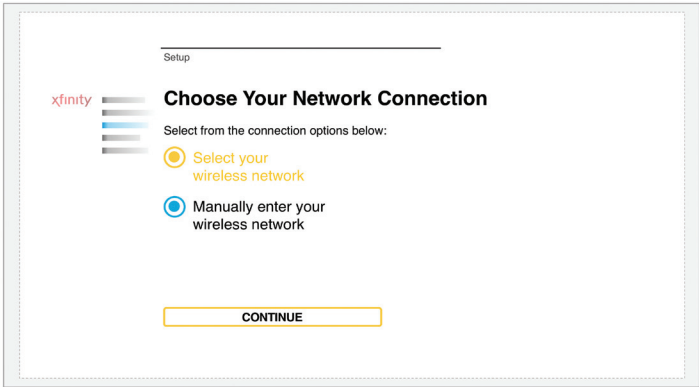
Helpful Hints for Available Wireless Networks

- If your wireless network cannot be found, make sure that your wireless router or modem is working properly and reconnect. If it still cannot be found, check that the Ethernet cable is not connected, then click **SCAN AGAIN**.
- If your wireless network is found but the connection fails, there may be a problem with your Internet service. Check your service and try again.

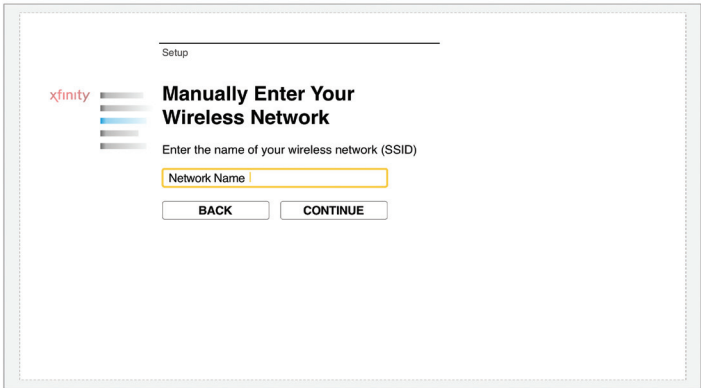
Hidden Wireless Networks

Follow these steps if you are using a hidden wireless network.

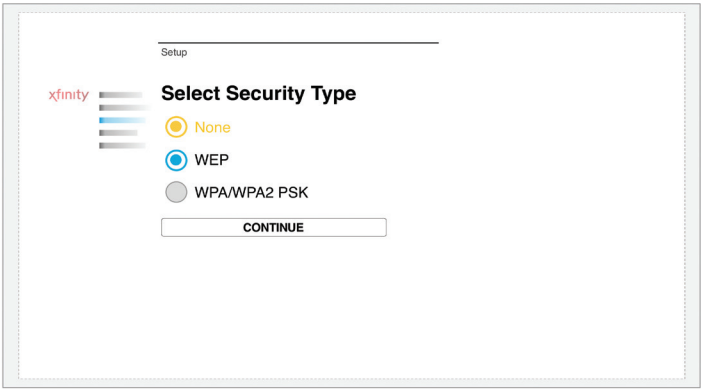
- 1. From the options on the choose your network screen click **Manually Enter Your Wireless Network**.



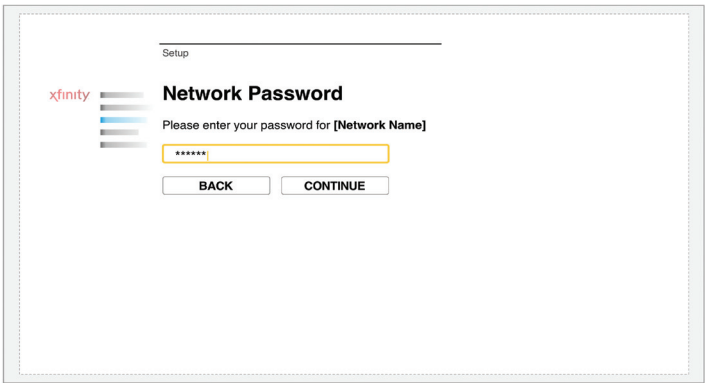
- 2. Enter the network name of the hidden wireless network. Note that the network name might be called the Service Set Identifier (SSID).



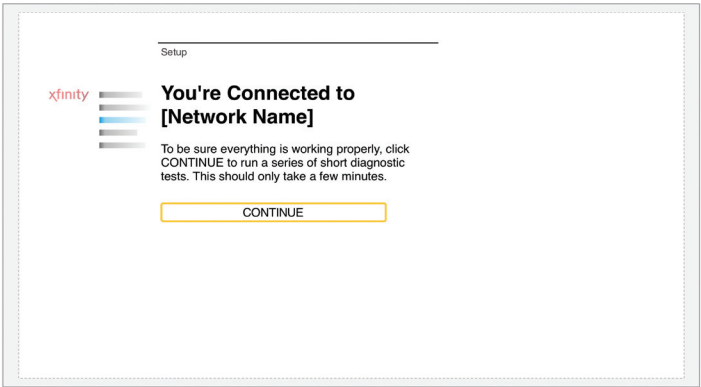
3. Select the security type of the hidden wireless network.



4. Enter your network password.



5. This screen will appear once you have connected to the hidden network.



Helpful Hints for Hidden Wireless Networks

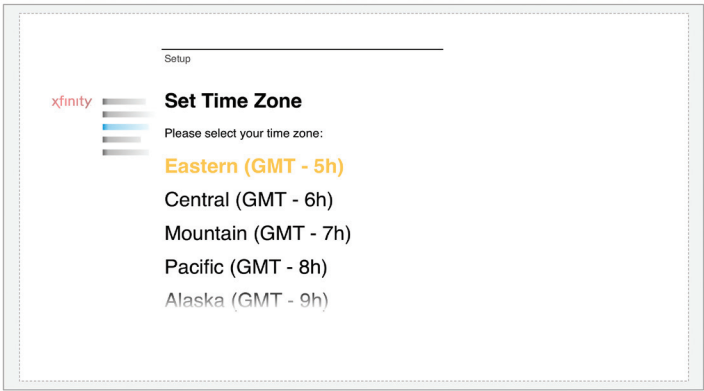
- If you have tried to join a network that cannot be found or is no longer in service, verify the information you entered is correct and try again.
- You can also join an available wireless network or connect using an Ethernet cable instead.
- If you have a hidden network, you will need to know the network name (SSID), security type and network password to connect.

System Check

After connecting to the Internet, some short tests will be run to ensure that everything is working properly. These are quick diagnostic tests that check your hardware.

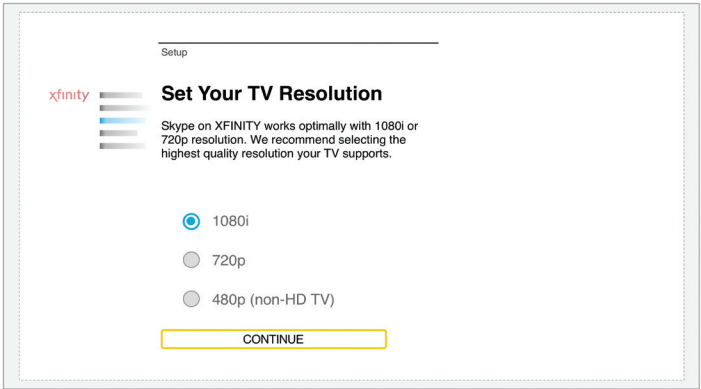
Set Time Zone

Select your **Time Zone** by choosing from the options shown. Your selection ensures that your call times are accurate.



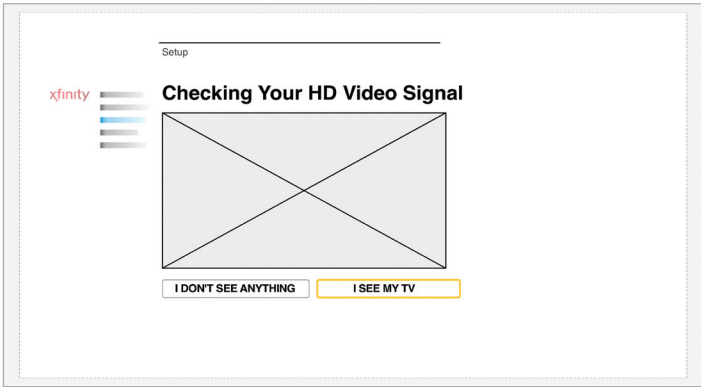
### Screen Resolution

Select your TV's resolution. Select 1080i, 720p, or 480p.



### Checking Your HD Video Signal

This test ensures that your set-top box is connected properly and that you will be able to watch TV while using Skype on XFINITY. If you see TV programming on the screen, click **I SEE MY TV**.

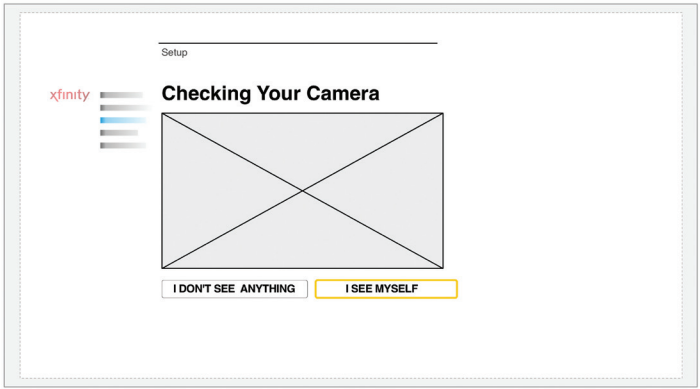


### Helpful Hints for HD Video Signal

- If you see a gray box with an X, click **I DON'T SEE ANYTHING**. Check that your HDMI cable is securely connected and try again. Also check that that the set-top box and inputted video source are turned on.
- You can use Skype on XFINITY without the TV connection, but you will not be able to watch TV while using Skype on XFINITY.

### Checking Your Camera

This test ensures that your camera is working and positioned to capture your preferred viewing area. Test your camera, make any adjustments (if needed), then select **I SEE MYSELF** to continue.

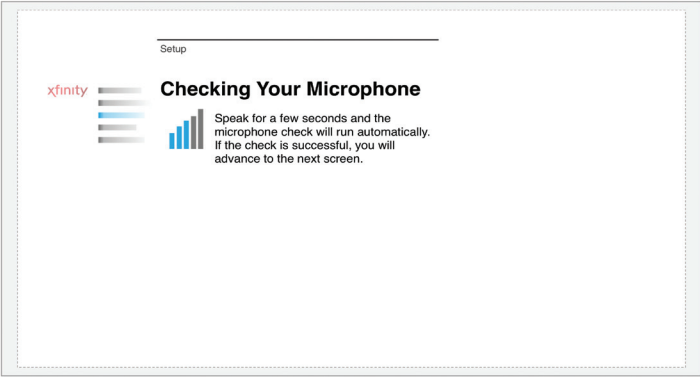


### Helpful Hints for Camera Check

- If your camera is properly adjusted and you still do not see yourself, select **I DON'T SEE ANYTHING**. Check to see if the camera's USB cable is securely plugged into the **Camera Input** of the adaptor and try again.
- If you are still having trouble, visit <http://comcast.com/skype> or call 877-704-7713.

### Microphone Check

This test ensures that the microphones in the camera are working properly. Speak and the sound check will run automatically.

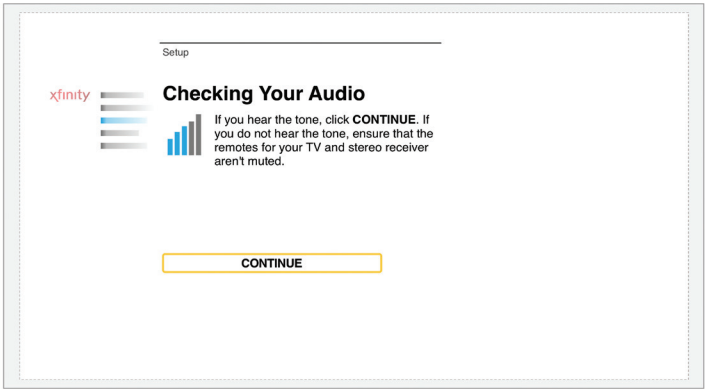


Helpful Hints for Microphone Check

- If your microphone test is not successful, make sure your camera is securely connected and check that there are no obstructions between you and the microphone. Try again by saying something out loud and speaking as clearly as possible.
- Ensure that the microphones are directly in front of the person speaking.
- Whatever is spoken will not be played back to you. Instead, when the microphone detects your voice, the gray bars will change to blue.

Checking Your Audio

While the microphone test confirms that you will be heard, the volume check verifies that you will be able to hear your contact speaking.



Helpful Hints to Checking Your Audio

- If you cannot hear anything, make sure your TV sound is not muted.
- If you are using an audio receiver, disconnect the SPDIF (Optical Digital Audio) cable from your set-top box, plug it into the audio port and try again.



Comcast Sign-In

If you have signed into Comcast before, this screen will look familiar to you. Simply enter your Comcast ID and password then press **CONTINUE**.

Setup

xfinity

**Comcast ID and Password**

Enter your Comcast ID:  

sylvia.cooper99

@comcast.net

Enter your Comcast password:

☒ Remember my password

**CONTINUE**

If you have forgotten your password, visit  
<http://customer.comcast.com>

Helpful Hints for Comcast Sign-In

- If you check the box next to **Remember My Password** you will not be prompted to enter your password each time you sign in. As an added security measure, you will be prompted to re-enter your Comcast password after 7 days of inactivity.
- If you have forgotten this information, visit <https://login.comcast.net/myaccount>

Skype Account

If you have a Skype account, click **ALREADY HAVE SKYPE**.  
If you do not have a Skype account, click **CREATE SKYPE ACCOUNT**.

Setup

xfinity

**Already have Skype?**

To use Skype on XFINITY you will need to link a  
Skype account with the Comcast ID:  
sylvia.cooper99@comcast.com

CREATE SKYPE ACCOUNT

**ALREADY HAVE SKYPE**

Already Have a Skype Account

If you already have a Skype account you want to use, enter the information to continue.

Setup

xfinity

Sign in with Skype

Your Skype account will be linked with kristine.jones@comcast.net.

Enter your Skype Name

sylvia.cooper99

Enter your Skype password

\*\*\*\*\*

CONTINUE

Forgot your Skype Name or password?  
Create a new Skype account

Create a Skype Account

Enter the email address you would like associated with your Skype account.

Setup

xfinity

Create a Skype Account

Please enter the email address you'd like associated with your Skype account

sylvia.cooper99@comcast.com

Please confirm this email address

☒ I have read and I accept the Skype Terms of Use and the Skype Privacy Statement



<http://www.skype.com/go/tos>  
<http://www.skype.com/go/privacy>

BACK

CONTINUE

Enter your Skype Name and password.

Setup



### Create a Skype Account

**Please enter your Skype Name**  
(6 to 32 characters starting with a letter)

**Please enter your Skype password**  
(Passwords must be 6 to 20 characters and contain at least one number)

Please confirm your password.

BACK

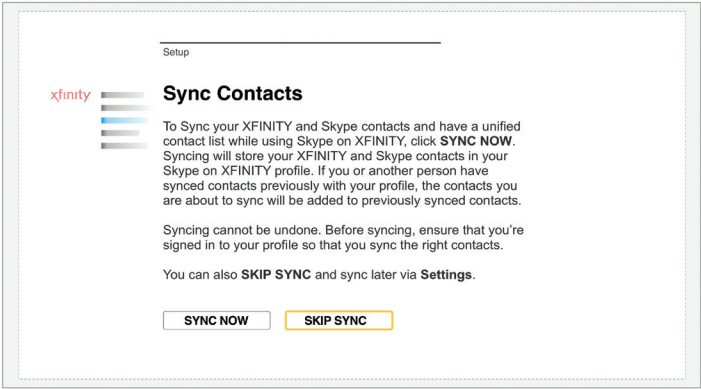
CONTINUE

Helpful Hints for Skype Sign-In

- Each Comcast ID must be linked with a unique Skype Name.
- If you cannot remember your Skype account information, visit [www.skype.com](http://www.skype.com).
- If you do not have a Skype account, select **Create a Skype Account**.
- You can unlink a Skype account from your Skype on XFINITY profile at any time. Go to **Settings > Profile Settings > Change Linked Skype Account**.
- Skype Voicemail and using Skype to call landlines and mobile devices is not supported on Skype on XFINITY.

## Sync Contacts

By syncing your contacts, you will be able to access your XFINITY and Skype contacts from one place, making it even faster and easier to find a family member or friend.



### ⚠ Important Notes About Syncing Contacts

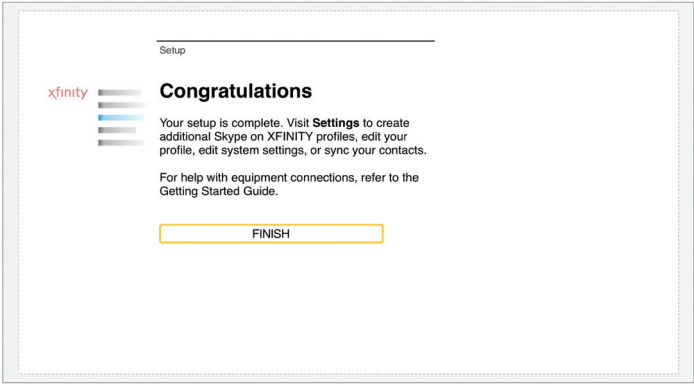
- Syncing will store your XFINITY and Skype contacts in your Skype on XFINITY profile. If you or another person have synced contacts previously with your Skype on XFINITY profile, the contacts you are about to sync will be added to those contacts that were previously synced.
- Syncing cannot be undone.
- Before syncing, ensure that you are signed in to your profile so that you sync the right contacts

### Helpful Hints for Syncing Contacts

- Once you sync your contacts, you may have some duplicate entries. To delete duplicates, visit [www.XFINITY.com](http://www.XFINITY.com), sign in to your account and then check for duplicate contacts.
- Syncing may take several minutes.

Activation Complete

Once you have completed the activation process, you will see the following screen. You can now begin connecting with family and friends.



# Profiles

When you activate Skype on XFINITY, you will create your first Skype on XFINITY profile by linking your Comcast ID to a Skype account. Later, additional profiles can be added. These will be linked to other Comcast IDs and Skype accounts.

## **This section will help you:**


- Sign in to your Skype on XFINITY profile.
- Create additional Skype on XFINITY profiles.
- Update your profiles.

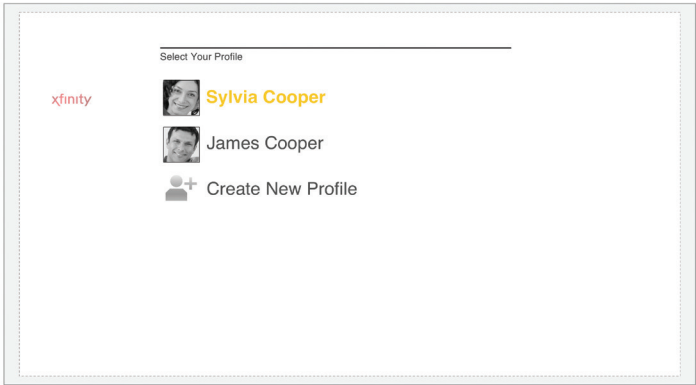
## Sign In to Your Skype on XFINITY Profile

A Skype on XFINITY profile is a combination of your Comcast and Skype accounts. Your Skype on XFINITY Profile is:

<b>SKYPE ON XFINITY PROFILE</b>	<b>=</b>	<b>COMCAST ACCOUNT</b>	<b>+</b>	<b>SKYPE ACCOUNT</b>
		- Comcast ID		- Skype Name
		- Comcast Password		- Skype Password

To sign in to your profile, follow these steps.

1. Press the  **Profiles** button on your remote.
2. Select an existing profile (if more than one) and click **OK** on your remote.



3. Using your remote's keyboard, enter your password, then click **SIGN IN**. This step is not required if you have set your profile to remember your password.




### Helpful Hints for Sign-In

- If you check the **Remember My Password** box, you will not be prompted to enter your password each time you sign in. However, as an added security measure, you will be prompted to enter your password after 7 days of inactivity.
- If you do not remember your Comcast account information, visit <https://login.comcast.net/myaccount>.
- If your remote is not working, refer to the *Helpful Hints for the Remote* section on page 9.

## Additional Skype on XFINITY Profiles

You can add additional profiles (in addition to the profile created during activation). Each profile is a combination of a unique Comcast ID and a unique Skype Name. For example, you cannot link the same Skype Name to two different Comcast IDs. Please note that one XFINITY billing account is limited to only seven Comcast IDs.

### Create a New Profile

To create a new profile, press the  **Profiles** button on your remote and then click **Create New Profile**. Before creating a new profile, make sure you have already created the secondary Comcast ID and Skype account for this new profile.

### Create Additional Comcast Email Addresses

Visit <http://customer.comcast.com>, sign in to your account and create a secondary user.


### Create Additional Skype Accounts

You can create a new Skype account during the new profile process or by visiting [www.skype.com](http://www.skype.com).

### Change Linked Skype Account

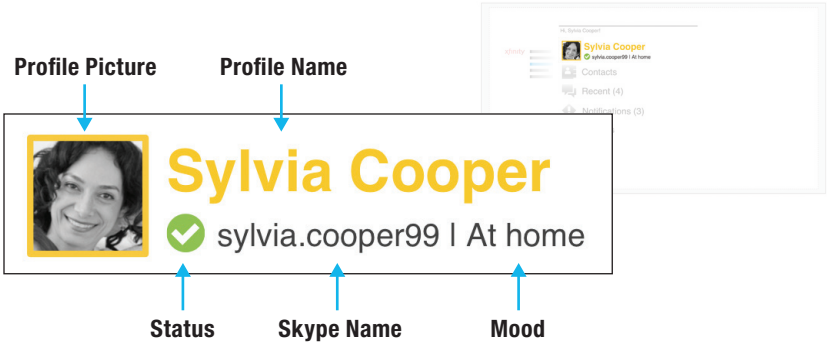
You can change the Skype account that is linked to your Skype on XFINITY profile at any time. Go to **Settings > Profile Settings > Manage Skype Settings > Change Linked Skype Account**.

### Switch Between Profiles

Click the  **Profiles** button on your remote. If you are already signed in to a profile, you will be prompted to sign out of it. After doing so, select another profile to sign in to.



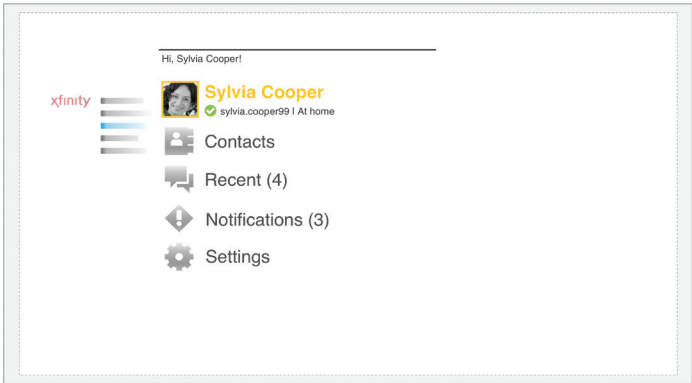
## My Skype on XFINITY Profile



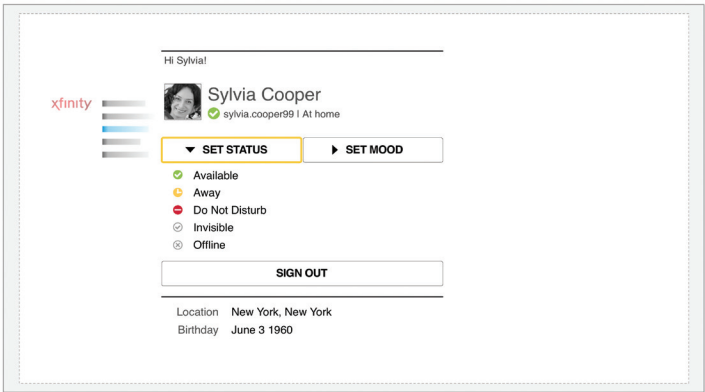
### Update Your Status

Your status indicates your availability. Update it at any time to alert your contacts when you are available to connect.

1. Go to the  **Home** screen.
2. Select your profile.



- 3. Click **SET STATUS**.
- 4. Select a status option.




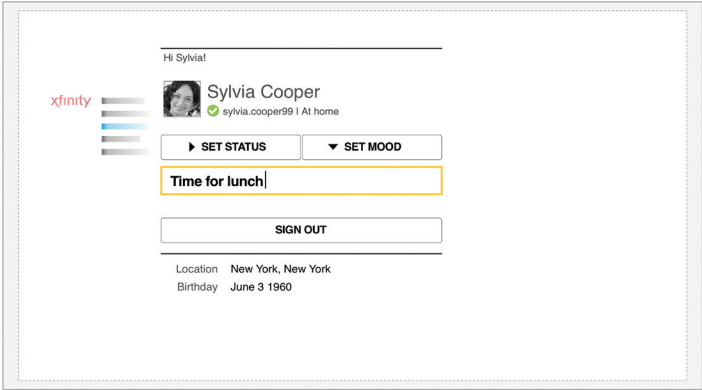
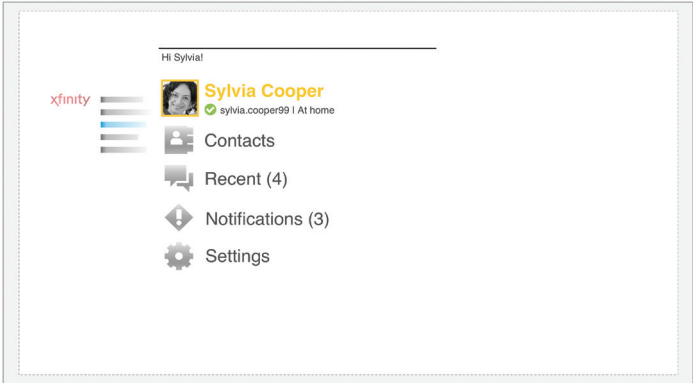
Status Options:

	<b>Available</b>	Your contacts can see that you are online and can call or message you. This is your status when you first sign in.
	<b>Away</b>	You are signed in but may not be active. Your contacts may still try to call or message you, but you can decide whether to respond.
	<b>Do Not Disturb</b>	You are signed in, but not ready to talk or message at the moment. Your contacts may still try to contact you, but you can decide whether to respond.
	<b>Invisible</b>	You will appear as offline to your contacts, but you can still be active.
	<b>Offline</b>	You are still signed in, but appear offline to your contacts. When your status is offline, you cant call or message your contacts.

Update Your Mood

Mood is a short update of what you are doing, how you are feeling or what is on your mind.

- 1. Go to the  **Home** screen.
- 2. Select your profile.
- 3. Click **SET MOOD**.
- 4. Using the keyboard on your remote, type in your mood message (maximum number of characters is 200).



# Video and Audio Calls

Connect with family and friends by selecting someone from your Contacts or Recent lists, then choose how you would like to call them—by video or audio.

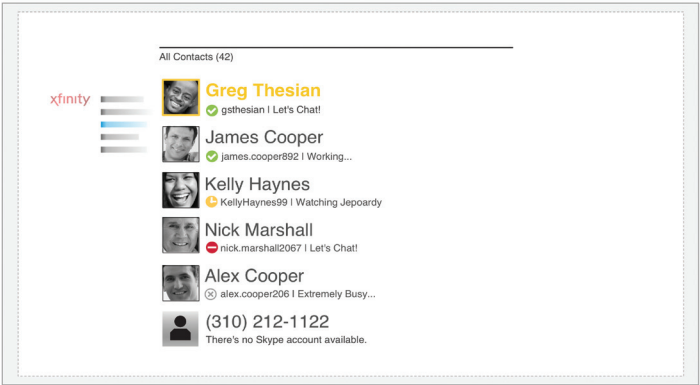
## **This section will help you:**

- Make a video or audio call.
- Accept an incoming video or audio call.

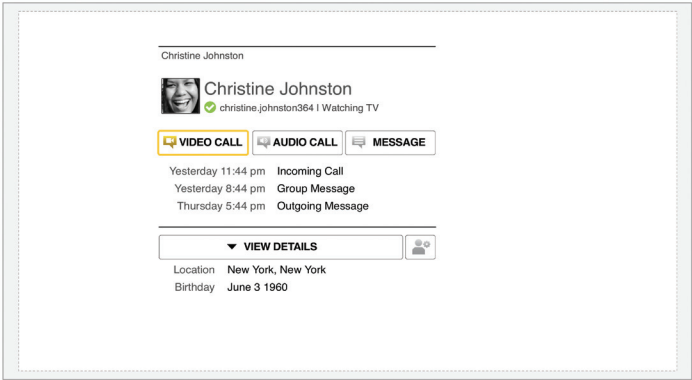
## Make a Video Call


A video call is a face-to-face conversation that happens on your TV. During a video call, you can turn off the video and switch to an audio call. You can turn the video back on at any time during the call.

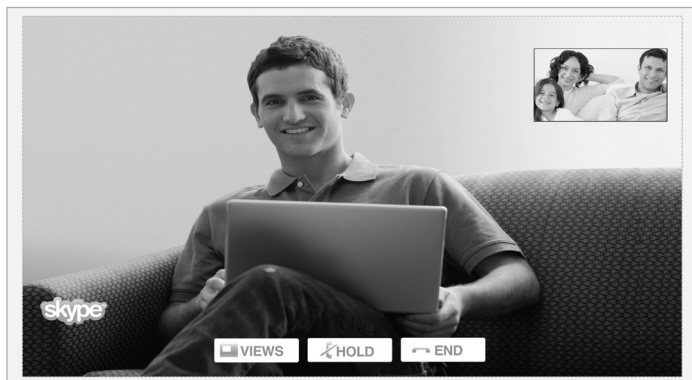
1. Select someone from your **Contacts** or **Recent** lists.



2. Click **VIDEO CALL**.



3. The person you are calling is shown an incoming call notification. If they accept your call, you will see a real-time video of your contact.
4. To end your call, click **END** on your screen. Or press  **End** on your remote.



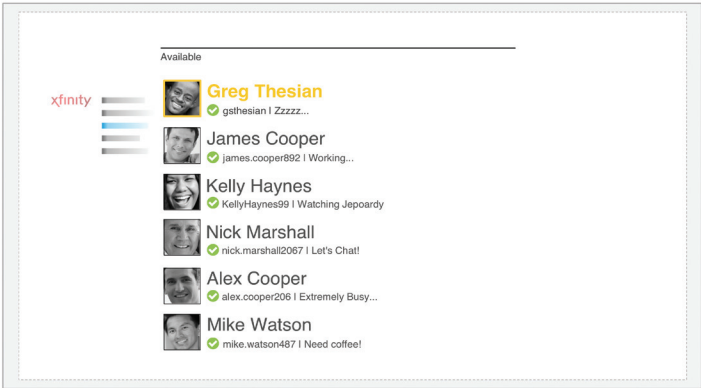
### Helpful Hints for Video and Audio Calls

- If your video or audio call lasts for four hours, you will be shown an option to continue the call. If you do not click **CONTINUE**, the call will end.
- You can make and accept video and audio calls while watching TV, including On Demand or DVR programming. Simply make or accept a call as you normally would, click **VIEWS** on the screen, then choose your preferred layout.

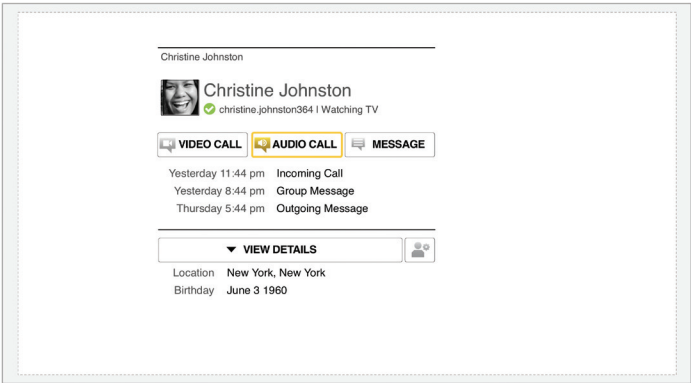
Make an Audio Call

An audio call works much like a video call except there is no actual video. Instead, you will see your contact's Skype profile picture during the call. Even if you make an audio call, you have the option of turning on video any time during the call.

- 1. Select someone from your **CONTACTS** or **RECENT** lists.



- 2. Choose **AUDIO CALL**.



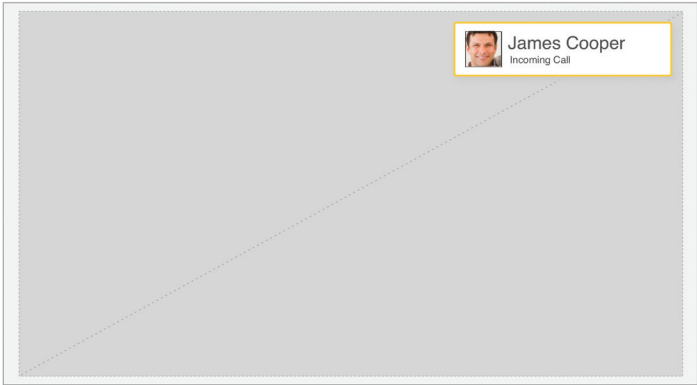
- 3. The person you are calling is shown an incoming call notification. If they accept your call, you will see their profile picture (if they have one).
- 4. To end your call, click **END** on your screen, or press **↶ End** on your remote.

### Incoming Calls

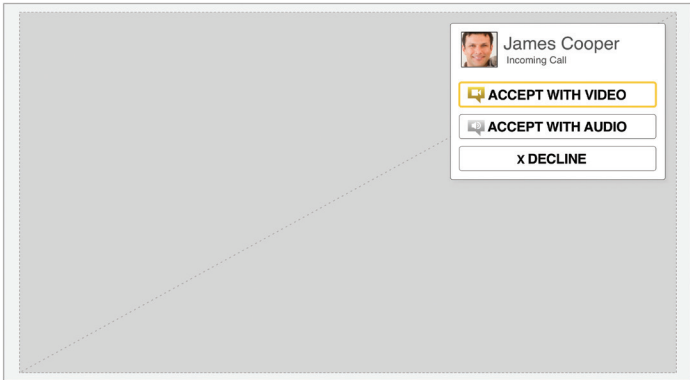
If you are signed in to Skype on XFINITY and a call comes in while you are watching TV, a call notification appears on your screen. You have the choice to **ACCEPT WITH VIDEO**, **ACCEPT WITH AUDIO** or **DECLINE**. The call notification will identify who is calling. If you do not make a selection after two minutes, the call alert will disappear.

Whether you are watching live TV, On Demand or DVR programming, you can accept or initiate a call and the program will continue to play while you are on the call.

1. When you have an incoming call, a request to answer the call appears on the screen. Continue by selecting the contact.



2. Click **ACCEPT WITH AUDIO** to answer with just audio, click **ACCEPT WITH VIDEO** to enjoy a face-to-face video call, or click **DECLINE** to ignore the call.






## Helpful Hints for Incoming Calls


- When you accept a call, keep in mind that you are choosing what you will share (either audio or video), not what you will see. For instance, when you accept an incoming video call with audio, you will see your contact's video, but you will only share your audio with the other caller.
- Remember that even if you accept as an audio call, you can still turn the video on at any time during the call.
- Please note that there is a difference between your XFINITY Voice (telephone) calls and your calls coming through Skype on XFINITY. The Caller ID notification from XFINITY Voice will appear in the center of your screen, while callers using Skype on XFINITY will appear in the upper right corner of your screen. At this time, you can not receive XFINITY Voice calls using Skype on XFINITY.
- To learn how to disable your XFINITY Voice (telephone) Caller ID while using Skype on XFINITY, visit [www.XFINITY.comcast.net/learn/voice](http://www.XFINITY.comcast.net/learn/voice).
- If you are not signed in, you will not receive any incoming call notifications from your Skype on XFINITY.

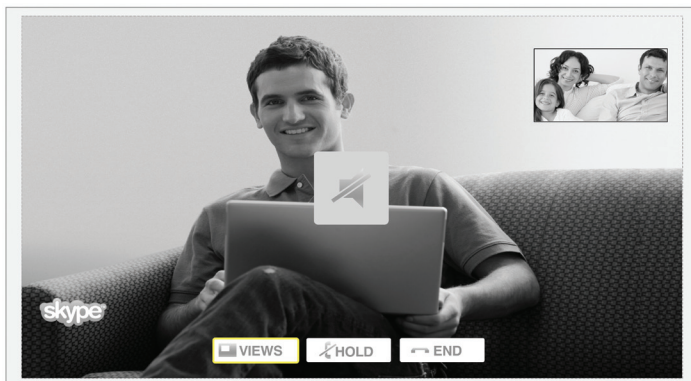
## Video and Audio Call Features

### Mute Your Audio


Press the  **Mic** button on your remote to mute yourself so your contact cannot hear you. Press again to turn back on.

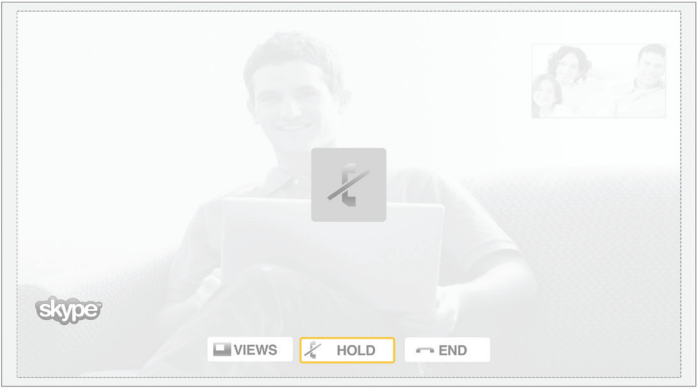
### Mute Your Contact's Sound

Press the  **Sound** button on your remote to mute the other person. Even though your contact's sound is muted, they may still be able to hear you. Press again to turn back on.

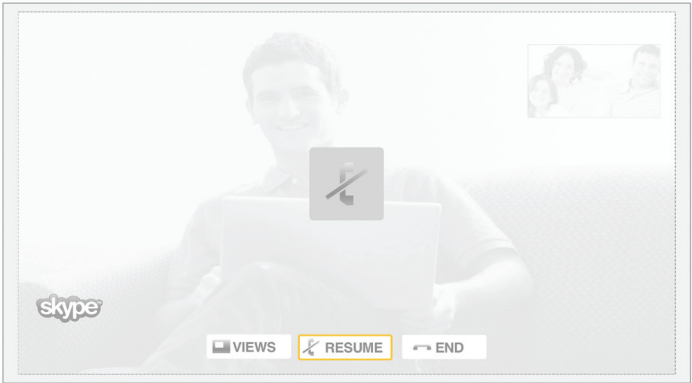


Put a Call On Hold


To pause the transmission of video and audio from your microphone, click **Hold** on your screen or press  **Hold** on your remote. This will also mute incoming sound.

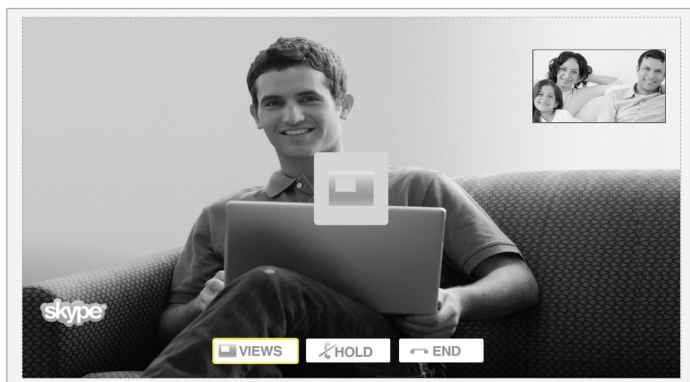


To take a call off hold, click **Resume** on your screen or press  **Hold** on your remote.



## Change Views

You can change the layout of your screen depending on your viewing preference. For instance, you can expand the screen that your TV program is on while minimizing the video call screen and vice versa. You can also have your video screen and the caller's video screen appear next to each other as the same size. To change the layout of your screen, click **Views** on your screen or press  **Views** on your remote.



## Helpful Hints for Video and Audio Calls

- If your video or audio call lasts for four hours, you will be shown an option to continue the call. If you do not click **CONTINUE**, the call will end.
- You can make and accept video and audio calls while watching TV, including On Demand or DVR programming. Simply make or accept a call as you normally would, click **VIEWS** on the screen, then choose your preferred layout.

# Messages

Connect with family and friends by selecting someone from your Contacts or Recent list, then start sending and receiving messages.

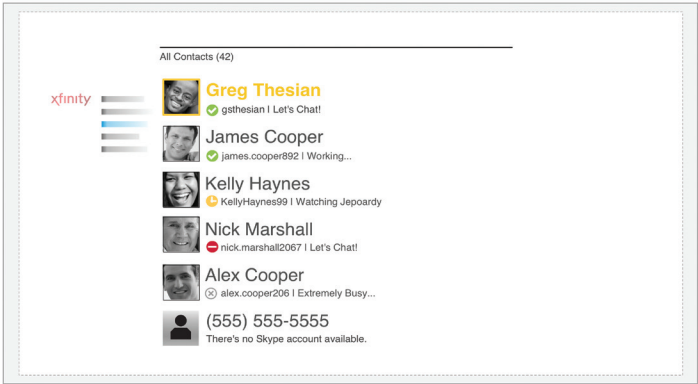
## **This section will help you:**

- Send and receive messages.
- Accept an incoming message while watching TV.

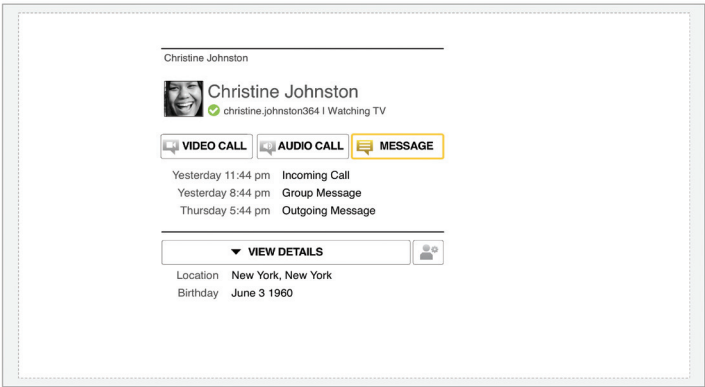
## Sending and Receiving Messages

Use your remote's keyboard to type a message to one of your contacts. Your message, and your contact's response, will appear as messages on your screen.

- 1. On your screen, select someone from your **CONTACTS** or **RECENT** lists.



- 2. Choose **MESSAGE**.



- Using your remote, type your message. Press **OK** on your remote or click **SEND** on your screen. You will see your message, along with your contact's response, on the screen as the conversation continues.

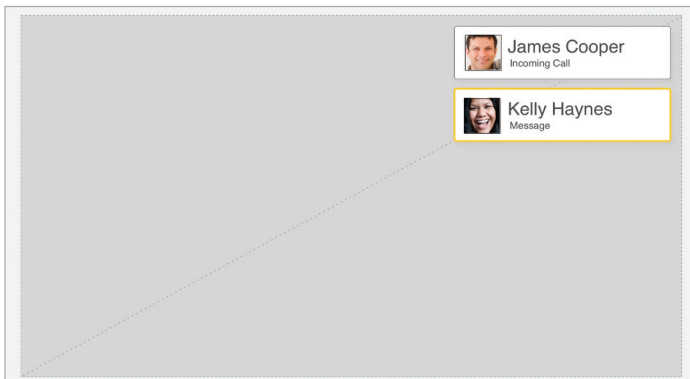


## Helpful Hints for Messages

- If your remote is not working, refer to the Helpful Hints for the Remote section on page 9.
- Whether you are watching live TV, On Demand or DVR programming, you can send and receive messages while the TV program continues to play.

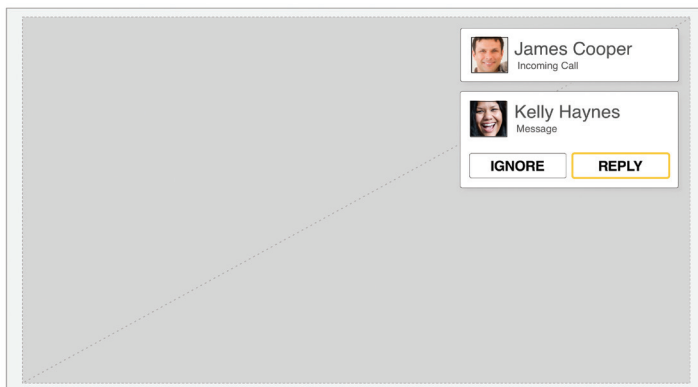
## Incoming Messages

- When a message notification appears on your screen, it will identify the person who wants to message with you.



- Select the contact.

3. Click **IGNORE** to dismiss the message. Or click **REPLY** to view the message.




## Helpful Hints for Incoming Messages

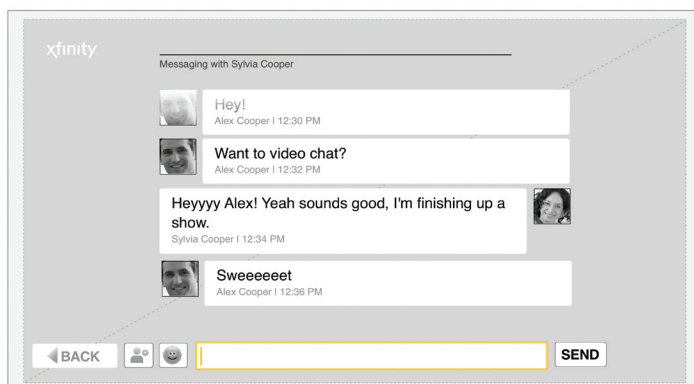
- If you do nothing, the incoming message notification will disappear in two minutes.
- If you are not signed in to Skype on XFINITY, you will not receive any incoming message notifications.

## Message Features

### Change Views

You can change the layout of your screen depending on your viewing preference. For instance, you can expand the screen that your TV program is on while minimizing the messages screen or vice versa.

To change your screen layout, click **VIEWS** on your screen or press  **Views** on your remote.



Group Messaging

You can participate in group messaging if another person initiates the group messaging session via their Skype account. In future releases of Skype on XFINITY, you will be able to initiate group messaging.





# Contacts

To talk with friends and family, you will first need to connect with them by sending and/or accepting contact requests. When you have added friends and family to your contacts, you can make video and audio calls, plus send and receive messages.

## **This section will cover:**

- An overview of your contacts.
- Searching Skype to add friends and family to your Skype on XFINITY.
- Sending and accepting contact requests.
- Blocked contacts.

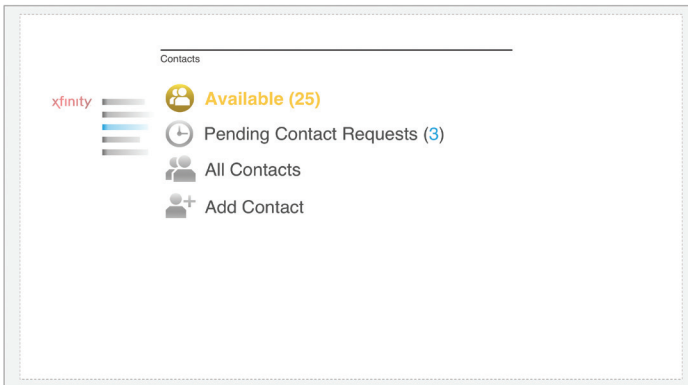
## Contacts

Use your list of contacts to connect with family and friends.

If you chose to sync your XFINITY and Skype contacts during activation (see page 32 for details), all of these contacts can now be accessed from here. If you skipped syncing contacts during activation, learn more about syncing contacts in the *Sync Contacts* section on page 32.

To access your contacts, select **CONTACTS**. From the Contacts screen, you can view and manage the following:

- Available
- Pending Contact Requests
- All Contacts
- Add Contact

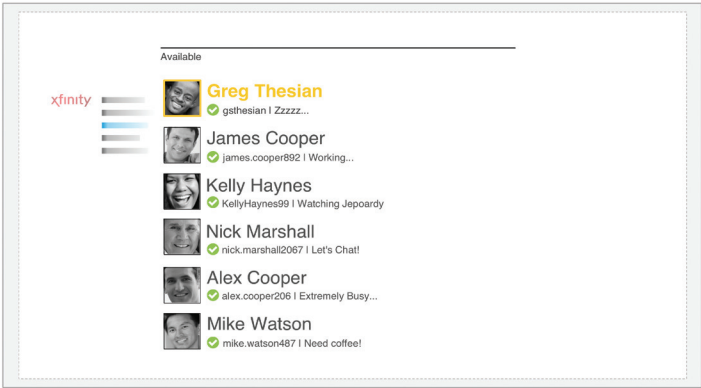


Your Contacts' Information

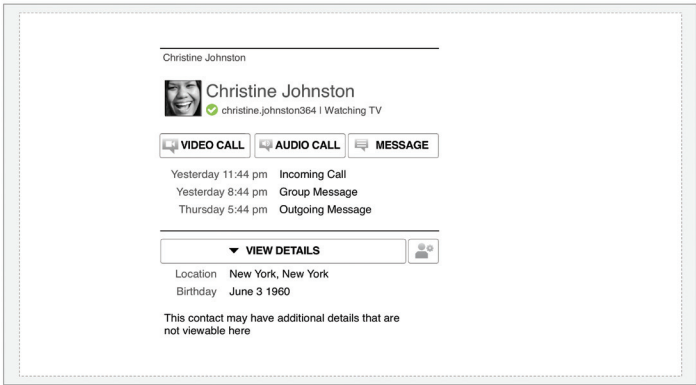
Select a contact to view their profile picture, name, status, mood and other information. Your contacts are sorted by status and then alphabetically.


View your recent conversations and connect right from this screen by following these steps:

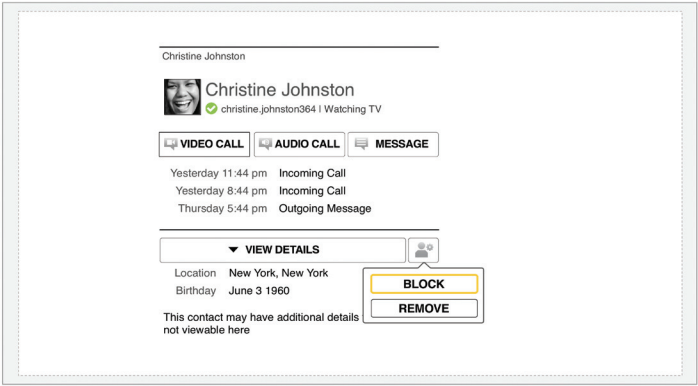
- 1. From Contacts or Recent, select a contact. Your contacts are sorted by status and then alphabetically.



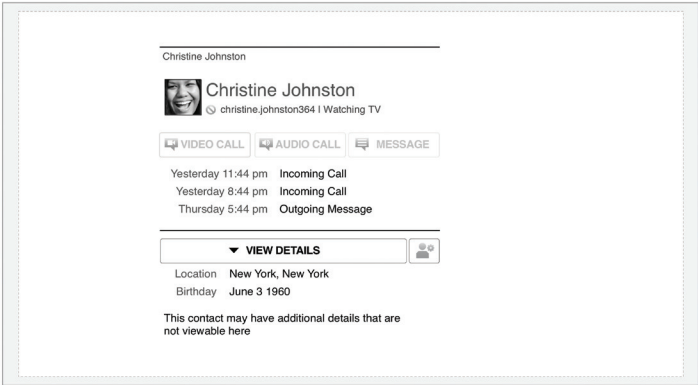
- 2. From here you can initiate a video or audio call, or send a message.



3. Click  to block or remove this contact.
- Blocking prevents a contact from calling or messaging you.
  - Removing a contact deletes the person from your contacts.



4. Click **VIEW DETAILS** to see additional information about this contact (if available).



**▲ Important Note for Contacts**

If you choose to stay signed in to Skype on XFINITY, even if you are not actively using it, others in your household may be able to access your contacts. Avoid this by signing out each time. Learn more in the *Sign In Options* section on page 63. If you are not signed in to Skype on XFINITY, you will not receive any incoming call or message notifications.

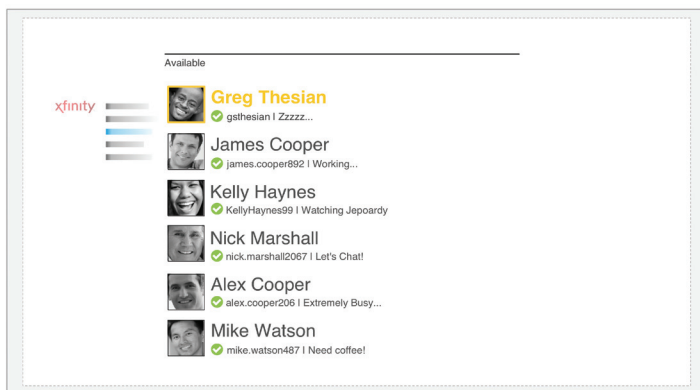
## Helpful Hints for Contacts

- Manage your XFINITY contacts by visiting [www.XFINITY.com](http://www.XFINITY.com).
- Manage your Skype contacts by visiting [www.skype.com](http://www.skype.com).
- If you manage your contacts at [www.XFINITY.com](http://www.XFINITY.com) or [www.skype.com](http://www.skype.com), any changes you make may take time to sync with Skype on XFINITY.
- When you remove a contact from Skype on XFINITY, the contact may still remain in your XFINITY and/or Skype contacts online. To permanently delete contacts from Skype on XFINITY, sign on to your XFINITY and Skype address books and delete contacts from both.
- When you block a contact from calling or messaging you via Skype on XFINITY, the change is also reflected on your XFINITY and Skype contacts online.

## Available Contacts

View contacts who are currently online or have set their status as **Available**, **Away** or **Do Not Disturb**. If a contact's status is **Offline**, or if they have not signed in, they will not appear under **Available**.

1. Select **Available** from the Contacts menu.
2. To call or message a contact, select the contact and choose how you would like to connect.

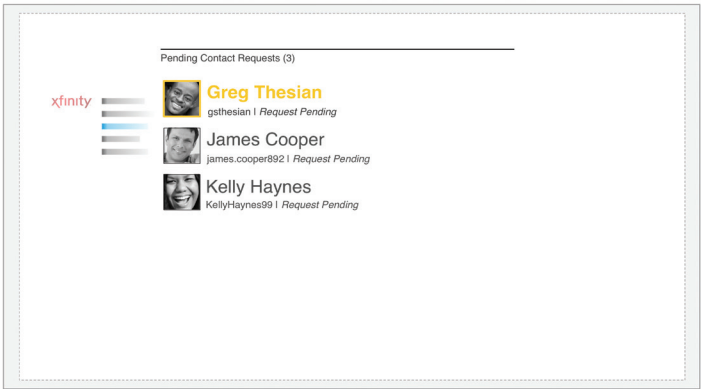


## Helpful Hints for Available Contacts

- If contacts set their status to **Do Not Disturb**, this is just a way to let you know that they would prefer not to be contacted at the moment. However, they will still appear in your Available contacts list and you can still call or message them. Learn more about statuses in *Update Your Status* on pages 37-38.

## Pending Contact Requests


- 1. Select **Pending Contact Requests** from the Contacts menu.
- 2. You will see a list of people you have sent contact requests to.



- 3. If you want, you can resend the request. You can also remove the contact from this list. Please note that removing a contact from this list does not withdraw your contact request.

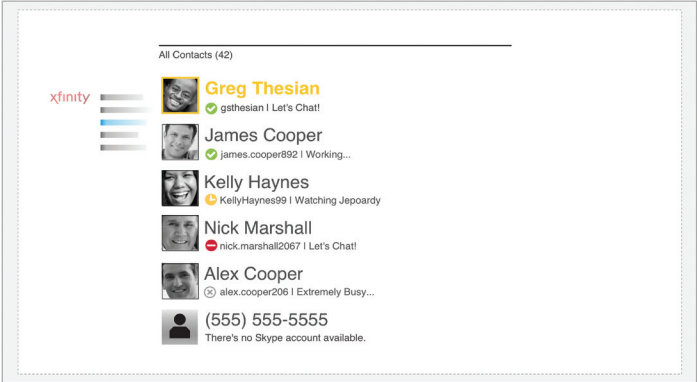


### Helpful Hints for Pending Contact Requests

- If someone has sent you a contact request, they will not appear in your Pending Contact Requests list. To view contact requests you have received, go to  Home, then select **Notifications**.
- The Pending Contact Requests menu item will only be visible if you have contact requests.

## All Contacts

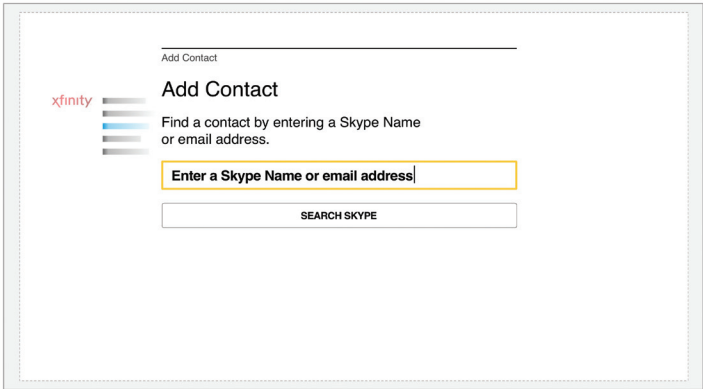
All Contacts is a list of all of your contacts, regardless of what their status is.



## Add Contacts

Expand your contacts by inviting family and friends who are Skype users.

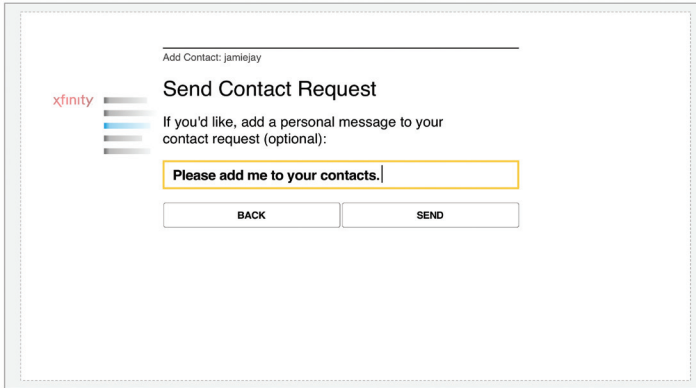
1. Select **ADD CONTACT** from the Contacts menu.
2. Enter a person's Skype Name, Skype Display Name or email address.



### Helpful Hints for Adding Contacts

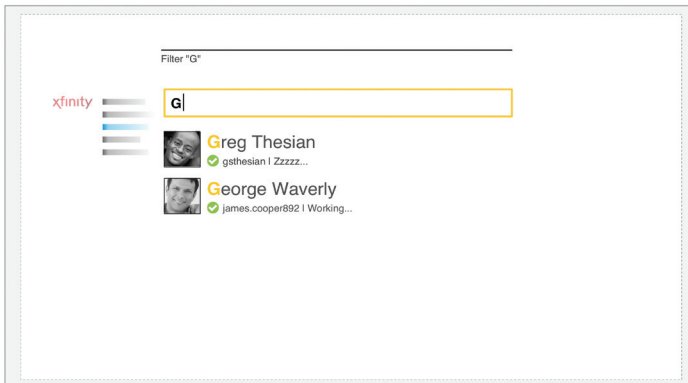
- You can send a contact request to any other person on Skype.
- After a person has accepted your contact request, they will appear in your contacts.
- To learn about syncing your contacts, see *Profile Settings* on page 62.

3. Click **SEARCH SKYPE**.
4. Select the contact to send a contact request to. You can also add an optional personal message.
5. Click **SEND**.



## Filter Contacts

1. When you are viewing one of your contacts lists (Available, Pending Contact Requests or All Contacts), press any alphabet key on your remote to filter which contacts are shown in your list.
2. As you type a contact's name or Skype Name, matching entries are displayed.



### Helpful Hints for Filtering Contacts

- If your remote's keyboard is not working, refer to the *Helpful Hints for the Remote* section on page 9.
- To expand choices, enter fewer characters. To reduce choices, enter more characters.



# Settings

Adjust your profile and system settings to enhance your Skype on XFINITY experience.

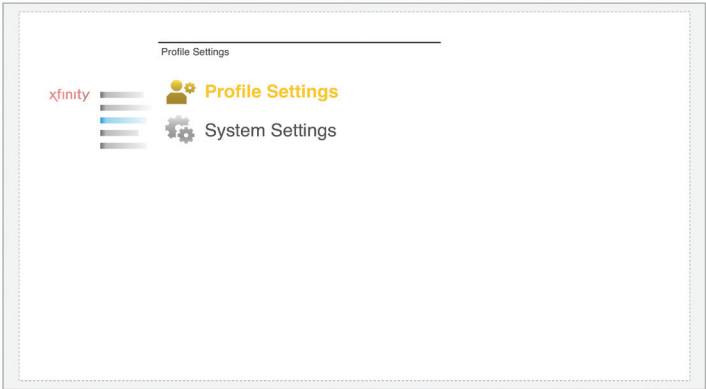
## **This section will cover:**

- Profile settings.
- Syncing contacts.
- Video settings.
- Audio settings.
- Other general settings.

## Profile Settings

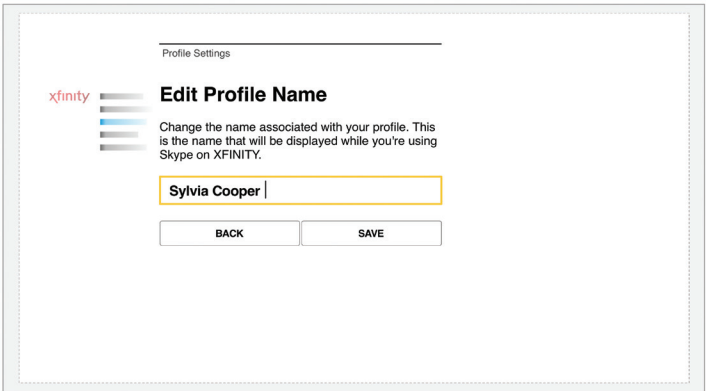
Visit Profile Settings to modify your profile, privacy settings, profile name and more. Profile Settings are optional settings that you can change at any time.

- 1. Select **Settings**.
- 2. Select **Profile Settings**.



### Edit Profile Name

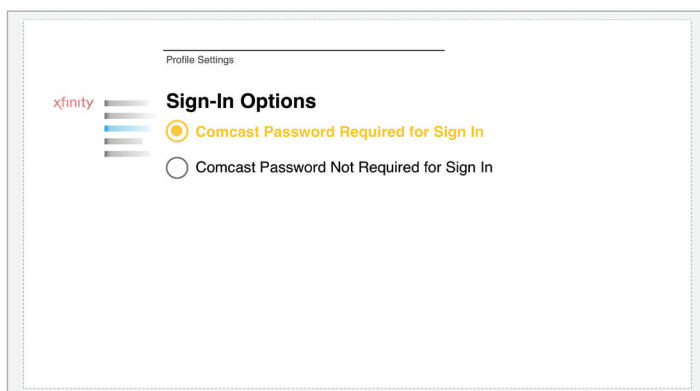
This is the name your contacts see while you are using Skype on XFINITY.



## Sign In Options

You can choose to enter your Comcast password each time you sign in to Skype on XFINITY or have it automatically filled in for you.

- Select **Comcast Password Required for Sign-In** for the most secure measure of privacy.
- Or select **Comcast Password Not Required for Sign-In**. This option might be suitable if you and your family share one Skype on XFINITY profile. For added security, you will be prompted to re-enter your password after 7 days of inactivity.



## Helpful Hints for Sign In Options

- If you choose to remain signed in, anyone in your household may be able to access your account.
- To sign out, visit your profile from the Home screen and choose **Sign Out**.
- Although there are currently no parental controls for Skype on XFINITY, you can ensure safety measures by not allowing your children to have their own profiles and by signing out after each use.

### Change Linked Skype Account

- Select **Manage Skype Settings**.
- Select **Change Linked Skype Account**.
- Enter your Comcast password.

The screenshot shows the 'Profile Settings' page with the 'Change Linked Skype Account' option selected. The Xfinity logo is on the left. The main heading is 'Change Linked Skype Account'. Below it, a message states: 'Your Skype account, **sylvia.cooper99**, is currently linked to your Comcast ID, **sylvia.cooper99@comcast.net**.' Another message follows: 'To link to a different Skype account, first enter the password for the following Comcast ID: **sylvia.cooper99@comcast.net**'. There is a text input field labeled 'Enter Comcast password:' with a masked password '\*\*\*\*\*'. A 'CONTINUE' button is at the bottom.

- Enter the new Skype account that you want to link your Skype on XFINITY profile to.

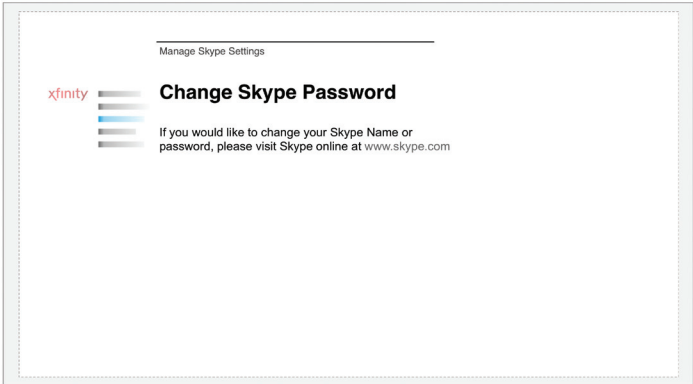
The screenshot shows the 'Profile Settings' page with the 'New Linked Skype Account' option selected. The Xfinity logo is on the left. The main heading is 'New Linked Skype Account'. Below it, a message states: 'To link a new Skype account with your Comcast ID, **sylvia.cooper99@comcast.net**, enter the following details for the new Skype account.' There are two input fields: 'Enter Skype Name:' with the text 'alexcooperastro' and 'Enter Skype password:' with a masked password '\*\*\*\*\*'. At the bottom are 'CANCEL' and 'SAVE' buttons.

### Helpful Hints for Changing Linked Skype Account

- A Skype on XFINITY profile is a combination of your Comcast and Skype accounts. One primary Comcast account and up to six secondary Comcast accounts can each be associated with a Skype on XFINITY profile. If you change the linked Skype account for your Skype on XFINITY profile, this will not change other profiles. Learn more in the *Profiles* section on page 34.

## Change Skype Password

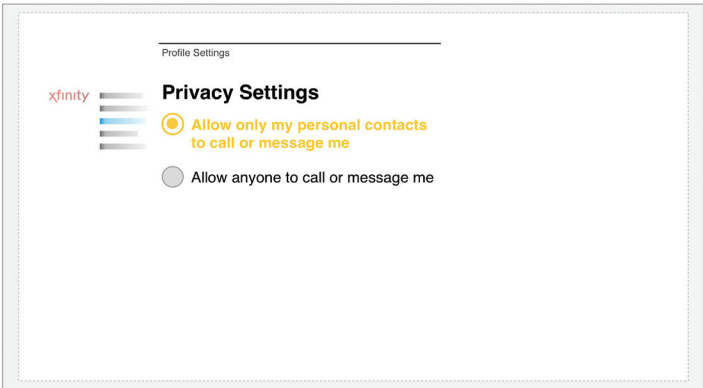
- To change your Skype password, sign in to your account at [www.skype.com](http://www.skype.com).



## Privacy Settings

Select who can contact you while you are using Skype on XFINITY. Choose one of the following:

- **Allow only my personal contacts to call or message me.**
- **Allow anyone to call or message me.**

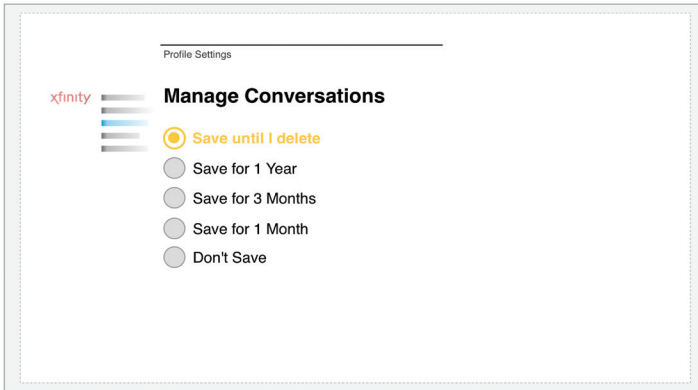


## Helpful Hints for Privacy Settings

- The **Allow anyone to call or message me** option makes it possible for any Skype user to contact you.

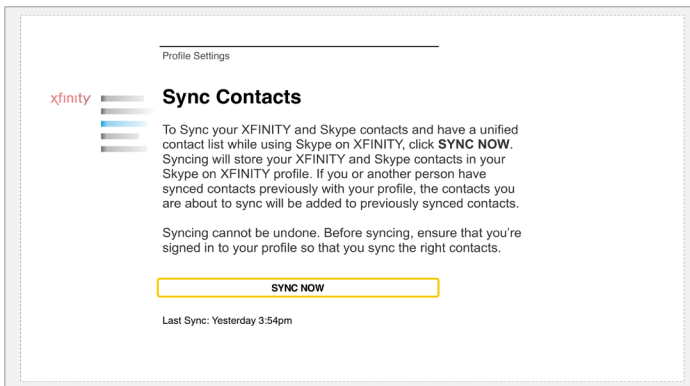
## Manage Conversations

Choose how long details about your calls and messages are saved. Learn more about viewing your *Recents* on page 76.



## Sync Contacts

By syncing your contacts, you will be able to access your XFINITY and Skype contacts from your Skype on XFINITY account, making it even faster and easier to connect with family and friends.



## ⚠ Important Notes About Syncing Contacts

- Syncing will store your XFINITY and Skype contacts in your Skype on XFINITY profile. If you or another person have synced contacts previously with your Skype on XFINITY profile, the contacts you are about to sync will be added to those contacts that were previously synced.
- Syncing cannot be undone.
- Before syncing, ensure that you are signed in to your profile so that you sync the right contacts.

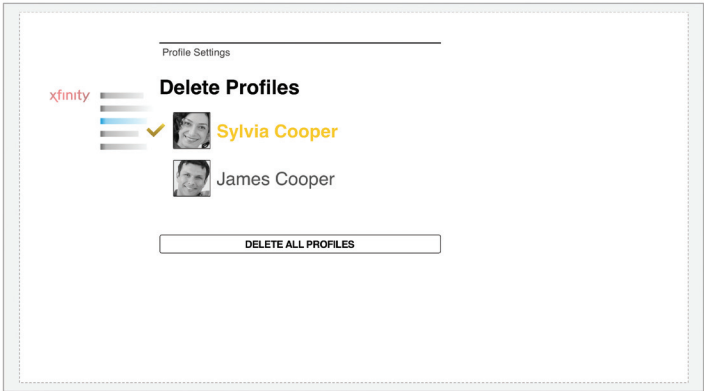
Helpful Hints for Syncing Contacts

- Once you sync your contacts, you may have some duplicate entries. To check for duplicates, visit [www.XFINITY.com](http://www.XFINITY.com), sign in to your account, then check for duplicates.
- Syncing may take several minutes.

Delete Profiles

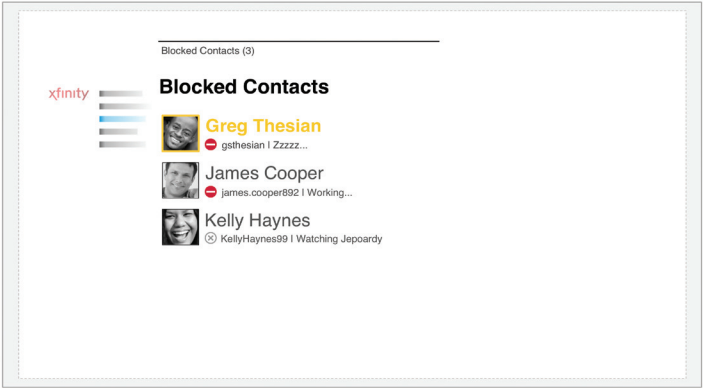
To delete a single profile, select it and confirm that you want to delete it.

If there is more than one profile, you have the option of clicking **DELETE ALL PROFILES**. If you delete all profiles you will have to go through the setup process again to use Skype on XFINITY.

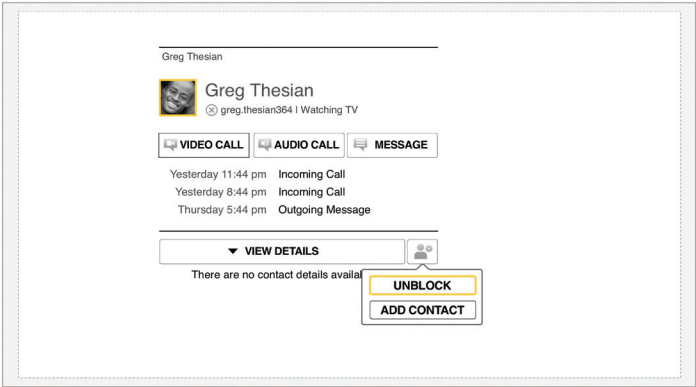


Blocked Contacts

You can block a contact for any reason, at any time, and prevent that person from calling or messaging you via Skype on XFINITY.



To unblock a contact, select the contact and click **UNBLOCK**.

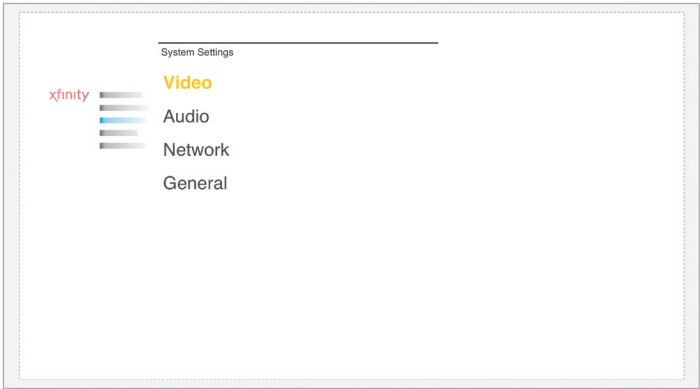




## System Settings

Visit System Settings to modify hardware, software and equipment settings. These may have been set when you set up and activated your Skype on XFINITY. These settings ensure optimal performance of your video, audio and network .

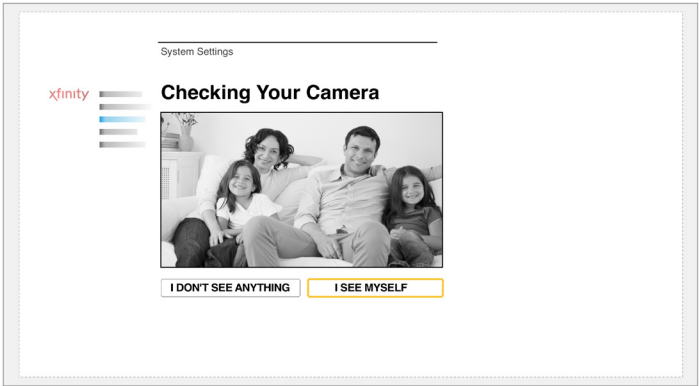
1. Select **Settings**.
2. Select **System Settings**.
3. Select one of the following.
  - **Video**.
  - **Audio**.
  - **Network**.
  - **General**.



## Video Settings

### Video Settings: Camera

This checks that your camera is working and positioned to capture your preferred viewing area. Test your camera, make adjustments (if needed), then select **I DON'T SEE ANYTHING** or **I SEE MYSELF**.

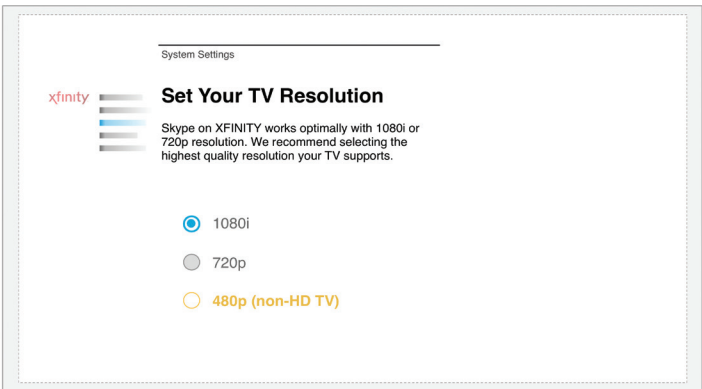


### Helpful Hints to Camera Check

- If you do not see yourself, check if the camera's USB cable is plugged into the camera input of the adaptor.

### Video Settings: Screen Resolution

This test identifies your screen's resolution. Skype on XFINITY works optimally with 1080i, 720p, or 480p resolution. We recommend selecting the highest quality resolution your TV supports.



## Video Settings: HD Video Signal

This test ensures that your set-top box is connected properly and that you will be able to watch TV while using Skype on XFinity. If you see TV programming on the screen, click **I SEE MY TV**.



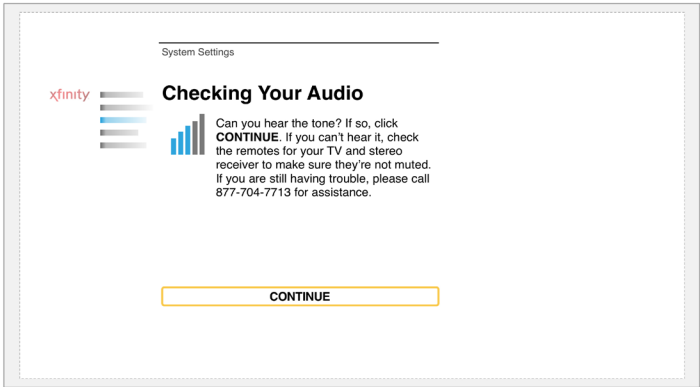
### Helpful Hints for HD Video Signal

- If you only see a gray or black box, click **I DON'T SEE ANYTHING**. Check if your HDMI cable is connected properly and try again.
- You can use Skype on XFinity without the connection, but you will not be able to watch TV while using the service.

## Audio Settings

### Audio Settings: Checking Audio

This test ensures that you will be able to hear your contact.

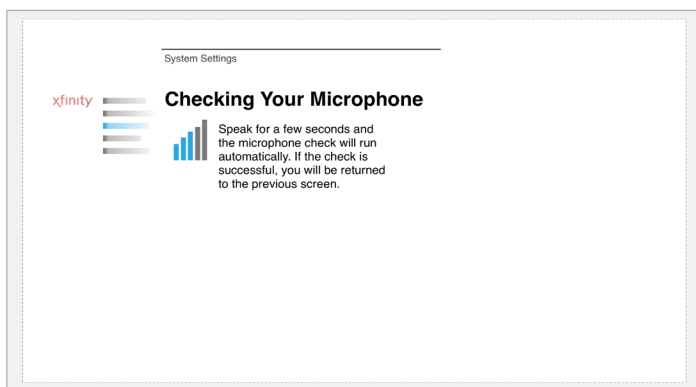


## Helpful Hints to Check Audio

- If you cannot hear the tone, make sure your TV and stereo receiver are not muted.
- If you are using an audio receiver, disconnect the SPDIF (optical digital audio) cable from your set-top box, plug it into the audio port and try again.

## Audio Settings: Checking Your Microphone

This test ensures that the microphones in the camera are working properly. Speak and the sound check will run automatically.



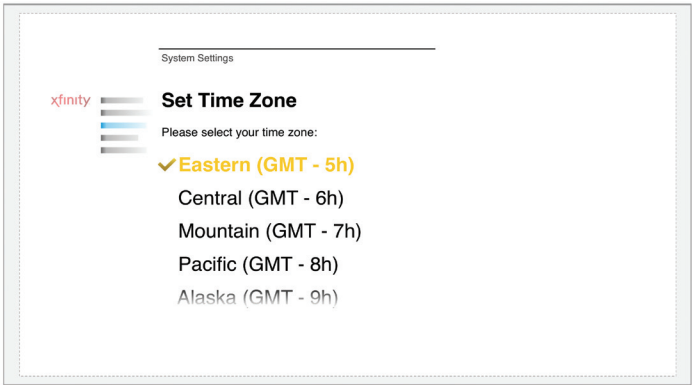
## Network Settings

Network settings relate to your wireless network connection or your Ethernet connection. To learn about connecting to your home network, see the *Connect to Your Home Network* section on page 21. For additional help, visit <http://comcast.com/skype> or call 877-704-7713.

General Settings

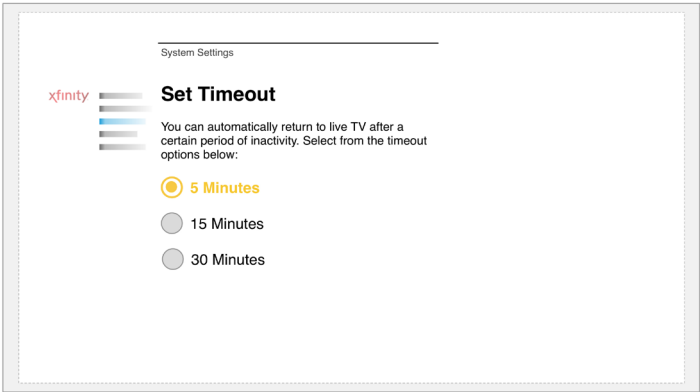
General Settings: Set Time Zone

Select your time zone. Selecting your time zone ensures accurate call time records appear in your **Recent** calls and messages.



General Settings: Set Timeout

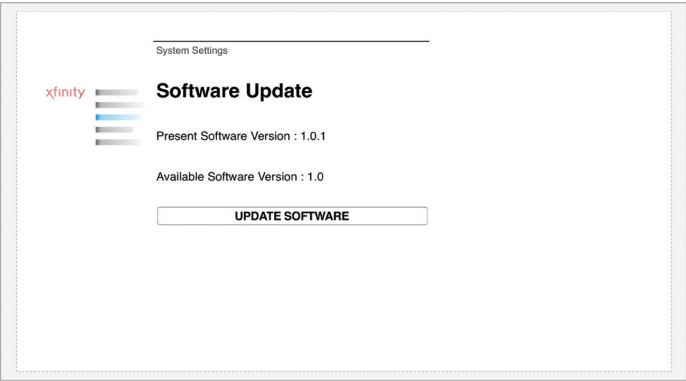
When you are signed into Skype on XFFINITY yet not actively using it, the system will return to TV after a certain time. You can decide this length of time in the following screen.



**General Settings: Software Update**

Occasionally you will be alerted about Skype on XFINITY software updates. You can also come to the Software Update screen to check whether you are running the most up-to-date version of Skype on XFINITY.

If you upgrade your software, onscreen directions will guide you through the software update process.



# Other Features

Learn about additional Skype on XFINITY's features to maximize your experience.

## **This section will cover:**

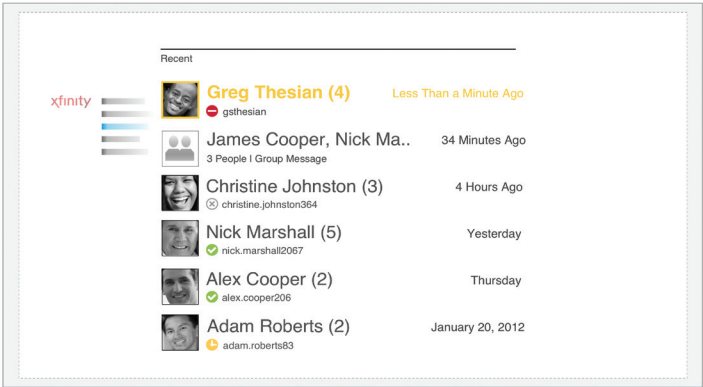
- A list of recent call and message activity.
- Helpful alerts and system notifications.

Recents

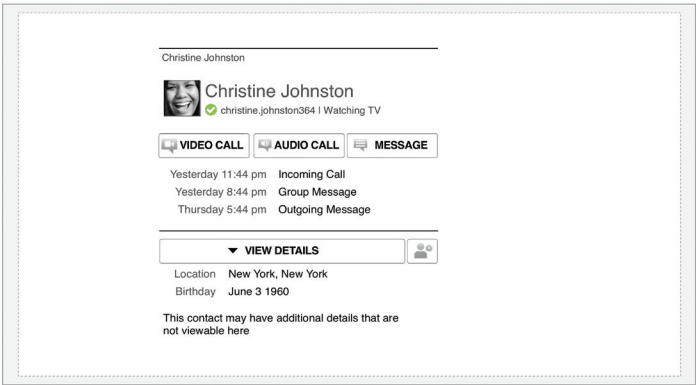
See your recent activity including the type of connection (video, audio or message) and contact name. The most recent are listed first. Both incoming and outgoing calls are listed here.

Connect with a recent contact

- 1. Select **Recent**.
- 2. Select a contact from the list.



- 3. Choose how you would like to connect: **VIDEO CALL**, **AUDIO CALL** or **MESSAGE**.

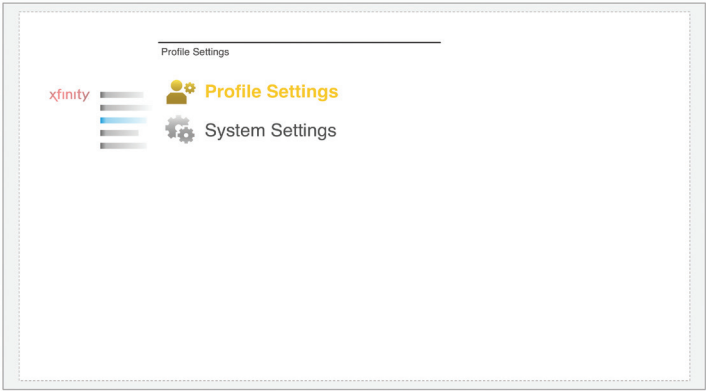




Manage Conversations

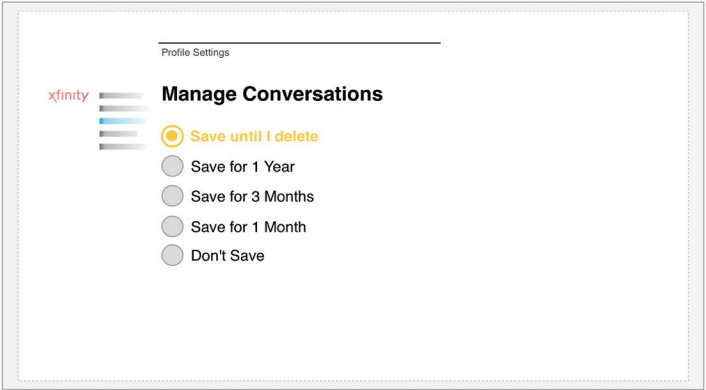
Select how long details about your calls and messages are saved. These details are viewable in your Recent list.

- 1. Select **Settings**.
- 2. Select **Profile Settings**.



- 3. Select **Manage Conversations**.
- 4. Select one of the following:

- Save until I delete**
- Save for 1 year**
- Save for 3 months**
- Save for 1 month**
- Don't save**



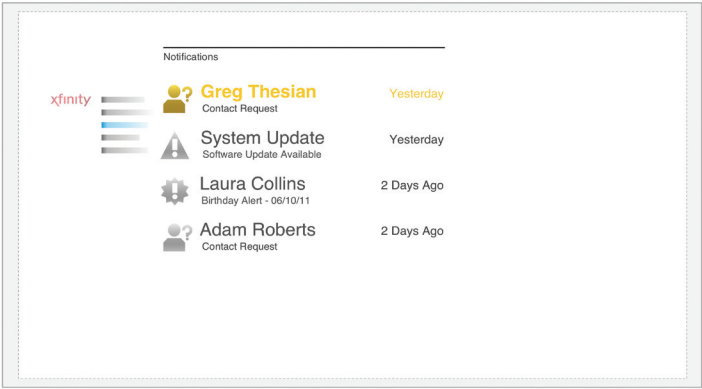
## Notifications

Notifications are helpful alerts that are displayed until an action is taken. For instance, a software update will remain in your list until you download and install the software. Not all notification types are currently available. Other examples include:

- Contact requests sent by family and friends: Accept or decline a contact request, or block a contact.
- Software updates: To optimize performance, download security and feature enhancements.
- Birthday reminders for your contacts.
- Not all Notification types are currently available

### View and Respond to a Notification

1. Select **Notifications**.



2. Select the notification you want to respond to or view.

3. A window provides the details of the notification. Click the desired action. Following is an example of a contact request notification.



# Glossary

**Available Wireless Networks**

Nearby wireless networks, such as your home network.

**Blocked Contact**

A person who cannot call or message you via Skype on XFINITY.

**Ethernet Connection**

An Ethernet cable that connects the adaptor box with your router to establish a wired network connection.

**Hidden Wireless Network**

Networks that do not broadcast their Network Name (SSID). If your home network is hidden, you will have to enter additional security information to connect.

**Messages**

A brief written message. You can send and receive these by using your remote.

**Mood**

Optional personal message that lets your contacts know what you are doing, how you are feeling or what is on your mind.

**Network Name**

The Network Name, also known as the Service Set Identifier (SSID), is the identification of your home network.

**Notifications**

Alerts and updates awaiting your review and response.

**Pairing**

Process of syncing two electronic devices, such as your remote and adaptor box, so they can work together.

**Primary Comcast ID**

Comcast account holder who can create, delete and suspend secondary accounts.

**Profile**

A Skype on XFINITY profile is a combination of a unique Comcast ID and a unique Skype Name.

**Profile Picture**

Personal photo or image that contacts may see. Your profile picture may be viewable to people you are calling or messaging with.

**Recent**

List of your recent calls and messages, shown with the most recent ones first.

**SPDIF Cable**

Optical digital audio cable (not included) required to connect the adaptor box if you use a digital audio receiver in your home entertainment system.

**Status**

Lets your contacts know your availability to connect.

**Views**

Options for displaying the layout of calls and messages on your TV.

Skype is a trade mark of Skype or its related companies. Copyright 2003-2012, Skype, patents pending. For Skype to Skype calls, all call participants must have a Skype account and be logged into Skype. High-speed internet connectivity required. Simulated calling images shown. Actual call quality may vary.